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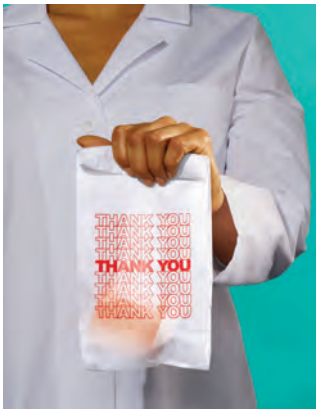

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PHOTOGRAPH BY CRAIG CUTLER

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Price In U.S., $6.99 per issue, special issues $7.99. In Canada, $7.99 CAN per issue, special issues $8.99 CAN (Goods and Services Tax included, GST #127047702). All other countries add $10 per year to the U.S. price for shipping and handling.

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Consumer Reports (ISSN 0010-7174) is published monthly, except twice in December, by Consumer Reports, Inc., 101 Truman Ave., Yonkers, NY 10703. Periodicals postage paid at Yonkers, N.Y., and at other mailing offices; Canadian postage, at Mississauga, Ontario (Canadian publications registration number 2665247, agreement number 40015148).
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Sleeping a Little Easier

If your New Year's resolution to hit the gym or eat a more nutritious diet has run into a speed bump or two, fear not. There are other surefire ways to improve your health that don't require you to break a sweat—or lift a forkful of kale, for that matter. One of the most important is getting a good night's sleep—a critical, and often overlooked, part of our well-being. This month, we've got you covered under the covers with guidance on pillows, sheets, and the top mattresses on the market. Our bedsheet ratings have returned after a nine-year hiatus, while our mattress matchmaker will help you find the perfect fit for whatever style of sleep suits you best. We also have advice on which nighttime sleep aids work—and which carry risks.

Of course, you shouldn't have to lose sleep over threats to your privacy and security, either. Over the past few years, we've been inundated with revelations about data breaches at Equifax, Facebook, Target, Uber, and a host of other high-profile companies. CR has been at the forefront of helping affected consumers get their questions answered when breaches happen. We're also working to ensure that every organization that interacts with consumers does the best job it can of handling personal data responsibly—and that includes CR. In this issue, we explore a part of the story that tends not to get as much attention as it should: data breaches at small businesses, which, while affecting fewer consumers at a time, can be just as damaging, and challenging for those business owners to manage. In a world where everyone is working to figure out the threats and solutions of the digital age, CR is committed to doing everything we can to help you sleep more soundly—in all ways—for a safer, happier, healthier life.

Marta Tellado

Marta L. Tellado,
President and CEO
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PHOTO: MELANIE DUNEA

A Victory for No-Antibiotic Meat

WHAT'S AT STAKE

Infections from drug-resistant "superbugs" cause at least 23,000 deaths a year in the U.S., according to the Centers for Disease Control and Prevention. A key reason is that the routine overuse of antibiotics in animals raised for food has enabled the evolution of bacteria that are almost impervious to the drugs.

Two positive developments have emerged, however. In November, Sanderson Farms, the nation's third-largest chicken producer, said it would stop using antibiotics that are medically important to humans in its live poultry operations by March 2019. The company had previously criticized other producers' promotion of their food as "raised without antibiotics" as being an empty marketing slogan.

And in December, McDonald's said it would reduce the use of medically important antibiotics in its global beef supply chain. It promised reduction targets for beef suppliers by 2020.

HOW CR HAS YOUR BACK

For years, CR has pressed food companies to curb their antibiotic use; our CEO, Marta Tellado, has declared antibiotic resistance "the health crisis of our generation."

CR is also part of a group of safety organizations that grades fast-food chains on their antibiotics policies in the annual Chain Reaction report. McDonald's was one of 22 chains that got an F in 2018, and we called on it to change its practices. We believe McDonald's deserves praise for the new policy, and we'll watch closely to ensure that the targets are meaningful.

WHAT YOU CAN DO

Read the Chain Reaction report at **CR.org/chainreaction** or on page 14 of the February 2019 issue.

Fighting Unfair Ticket Fees

WHAT'S AT STAKE

Service fees. Facility fees. Convenience fees. If you've purchased tickets to a concert or performance recently, you've probably been hit by one or more of them. Frustratingly, they're often disclosed only at the end of the buying process, often while a ticking clock pressures you to complete the transaction before you "lose" your tickets.

The fees aren't trivial. The Government Accountability Office estimates that the average fee on initial ticket sales is 27 percent of face value and 31 percent at resale sites.

The problem is exacerbated by the highly concentrated marketplace. With Live Nation Entertainment (which owns Ticketmaster) dominating ticket sales and promotion, the competitive pressure to improve the consumer experience is scant.

HOW CR HAS YOUR BACK

The Federal Trade Commission has taken notice. It recently asked for comments in advance of a March workshop on online ticketing. We asked CR members to share their stories, and within days, more than 6,600 wrote with examples of hidden fees in ticket sales as well as bait-and-switch tactics and bogus ticket sites in the secondary market.

We shared the responses with the FTC, and included recommendations in our formal comments. Among them: If a consumer has to pay a fee to get a product or service, that fee should be included in the base, advertised rate; additional fees should be disclosed early enough that a consumer can use that information in their buying decision; and fee amounts should reflect the cost of the additional product or service (that is, companies shouldn't be able to mask price hikes by adding additional fees).

WHAT YOU CAN DO

You can join CR's efforts to fight unreasonable fees across industries at **WhatTheFee.com.**

A 'Cleaner' Chicken
CR's advocacy work has helped to reduce the use of antibiotics in food production.

Easing Student Debt

WHAT'S AT STAKE

Students who were defrauded by for-profit colleges recently scored an important victory.

The fight dates back to 2016, when the federal government made it easier for students to get educational debts canceled if their schools were shut down. The policy—known as the "borrower defense" rules—was prompted by the implosion of Corinthian Colleges and ITT Tech, which folded after being accused of misleading prospective students with inflated job placement claims and graduation rates. Many students were left with big debts—but without the training they'd been promised.

For-profit schools pushed to block the rules, and they were put on hold in 2017 when Betsy DeVos became the new head of the Department of Education. Instead, DeVos proposed new rules that CR and other consumer groups said would make it almost impossible for swindled students to get relief.

In October, a federal judge reinstated the old rules and, in December, the Education Department announced it would cancel the debts of students negatively impacted by some of the recent for-profit school closures.

HOW CR HAS YOUR BACK

CR pushed for the borrower defense rules and joined the legal effort to prevent the delay. Now we'll make sure the rules are implemented faithfully.

WHAT YOU CAN DO

For tips on how to make a claim under the rules, or to tell us your student debt story, go to **CR.org/studentdebt0319.**

ILLUSTRATION BY JOHN RITTER

MEDICAL TESTS
YOU DO (AND DON'T) NEED
MRIs, EKGs, CT scans.
by Teresa Carr
CR Consumer Reports
FIRST-TIME RATED: Automated Driving Systems
GROW AND PROTECT Your Nest Egg
4 Steps to EXERCISE SUCCESS
HOW TO PAY LESS for Your Rx Drugs
TOO MANY TESTS?

Our January 2019 cover story, "Medical Tests You Do (and Don't) Need," discussed which screening tests can save your life and which can be a waste of time and money. To add your thoughts, go to **CR.org/medicaltests0319**.

KUDOS FOR YOUR REPORT on medical tests. When I protested to a screening service about their solicitations, the company tried to scare me with the dangers of *not* using their tests. Recently I have received the company's solicitations in mailings from legitimate organizations I belong to. Smells like the screening service is offering a financial reward if such organizations include its literature in their regular mailings. Just what we need–another business milking our already overpriced health budgets.
–Mel Kallal, Jefferson City, MO

WRITE

Go to CR.org/lettertoeditor to share your comments for publication.

AS A RETIRED M.D. (30 years in emergency medicine), I agreed with most of your article about too many tests. However, you forgot to point out one of the big reasons for overtesting: hospital, clinic, and provider "scorecards." Medicare providers are still being ranked by "patient satisfaction," which is often driven by whether patients get all the tests they want–even after you explain why they aren't necessary. Doing an X-ray on every sprained ankle is a classic example in emergency medicine.
–Emma K. Ledbetter, M.D., retired from Gunderson Health Systems, La Crosse, WI

WE APPLAUD CR for its cover story on overuse in medical testing and for using its voice to foster the ongoing dialogue about unnecessary tests, treatments, and procedures. From the start, our foundation has believed that it will take many stakeholders to minimize the risk of patient harm that overuse presents.
–Daniel Wolfson, executive vice president and chief operating officer, American Board of Internal Medicine Foundation, Philadelphia

THE ARTICLE is fair enough. But absent is discussing malpractice lawsuits and doctors practicing defensive medicine. No doubt some unnecessary or questionable diagnostic testing is done for other reasons, but the multibillion-dollar malpractice industry is certainly one of the big reasons.
–Stephen Reeves, Gainesville, VA

IN THE ARTICLE, you quote the U.S. Preventive Services Task Force recommendation that PSA (prostate-specific antigen) testing be stopped at age 70. I am one of the men whose life would have been shortened by this recommendation. If I had not had that PSA test, I probably would not be alive today. I am 78 years old. I spent last week at Disney World with my 4-year-old granddaughter. Being there with her, seeing the wonder and delight in her eyes, was a beautiful experience for me. I would have been denied that experience if my doctor had followed the USPSTF recommendation.
–Charles Bishop, Huntsville, AL

AS A LONGTIME READER of Consumer Reports–for 70-plus years–I was quite upset by your PSA testing discussion. You told the story of one patient who developed septicemia after a prostatic biopsy with hospitalization and organ damage. Frankly, this is the most serious complication I have ever heard of and I believe it to be very unusual. I practiced urology for more than 52 years and, with doing many prostatic biopsies, found complications to be rare, usually some minor bleeding or a minor infection requiring a course of appropriate antibiotics. My four partners had the same experience. Prostate cancer is one of the leading causes of cancer death in men. We should *not* stop getting PSAs in healthy older men.
–Stanley Rosenberg, M.D., FACS, retired clinical professor of urology, Rutgers Medical School, Princeton, NJ

EDITOR'S NOTE *We received a number of letters concerning the prostate-specific antigen (PSA) blood test. As we mentioned in our article, PSA testing does have some benefits, especially because prostate cancer is the second-leading cause of cancer deaths in American men, after lung cancer. Still, the test has important limitations. For one, research shows that for every 1,000 men ages 55 to 69*

who have the test every one to four years, zero to one death will be prevented, according to data from the U.S. Preventive Services Task Force (USPSTF). And the effectiveness in men 70 and older is even lower because prostate cancer tends to progress very slowly, making the test less useful the older you get. Also, men with high PSA levels often undergo a follow-up biopsy, which can cause bleeding, urinary problems, and infections, including serious ones such as the one we described in our article. For these and other reasons, the USPSTF recommends that men stop this screening at age 70. Still, a study published last year in the journal Cancer suggested that prostate cancer death rates, which had indeed been declining for about two decades, have begun leveling off–but not rising–after a drop in PSA usage. So men in their 50s and 60s should talk with their doctor about the risks and benefits of having a PSA screening.

Saving Money on Meds

YOUR GOOD ARTICLE, "How to Pay Less for Your Meds" (January 2018), on Medicare Part D did not mention that if you currently have low drug costs, and have an income large enough to require additional Part D monthly payments, forgoing Part D enrollment may be in your interest financially.
–John Roberts, Richmond, VA

EDITOR'S NOTE *You might not need an expensive drug when you first sign up for Medicare, but you may need it later on. As we mentioned in our article, skipping Part D now can end up costing you if you decide to enroll later–because you'll pay an extra 1 percent on your monthly premium for every month that goes by when you didn't have the insurance.*

I ASKED MY DOCTOR for a prescription for a full year of my blood pressure medication, which I've been on for years. My pharmacy filled the yearly prescription for only twice the price of what I would pay for a three-month supply. Four times the pills for only twice the price! Good luck trying that with insurance that typically allows only a 90-day supply.
–Brian Prince, Chicago

EDITOR'S NOTE *We're glad you've found an insurance plan and supplier that help to save you money. To see how pharmacies rate on price, accuracy, helpfulness, and more, turn to our "Get More From Your Drugstore" article, on page 42 of this issue.*

New-Car Buying

I AM AN INTERNET MANAGER for a new-car franchise. In "Does Car Buying Make Your Head Spin" (Road Report, January 2019), you missed a "know when to walk away," so I will share it with you. When a customer is shopping websites and they see the exact same options on one vehicle and it's $3,000 less than the same vehicle at another dealership, oftentimes if you look at the rebate section that is where you will find the difference. Some dealerships, in an effort to one-up the other guys, list rebates that exist but are unstackable from the manufacturer's standpoint–there is no possible way the consumer could get all those rebates. Also, the document fee can often vary ridiculously. Finally, I would like to say that good car salesmen understand the frustration customers have and work to make a fair deal for everyone. ... most of us are transparent.
–Nik Scebba, Lewistown, MT

EDITOR'S NOTE *Rather than trying to decipher which rebates or deals would apply to you, you can avoid any confusion by getting a direct quote from the dealer. He or she should ask you all the right questions to determine your eligibility for rebates, then factor them in properly before sending you a price to consider.*

ON MEDICARE PART D

If you skip Part D coverage now but enroll later, you'll pay an extra 1 percent on your monthly premium for every month you didn't have insurance.

–The editors

Food for Thought

YOUR RECENT ARTICLE, "Must Love Pasta" (Product Update, January 2019), featured a very helpful mention of low-sodium sauces. I have found some really good products at Costco: canned green beans, canned diced tomatoes, and canned black beans–with [fairly] low sodium–and at very reasonable prices. Eating out is a particular challenge: I finally dared to ask for unsalted chips at my favorite Mexican restaurant. And one time I went ahead and complained to the manager when a cook was oversalting the recipes. Even though this chain restaurant works from company recipes, the amount of salt added is often left up to the chef.
–Lynn Bootes, Bixby, OK

I CAN'T BELIEVE that you included Hunt's Traditional but didn't include the far superior Del Monte. I nearly always buy Del Monte canned spaghetti sauce because it's cheap and also great as pizza sauce.
–Guy Gifford, Sacramento, CA

EDITOR'S NOTE *Because we can't test every single product on the market, we tested a selection of top-selling pasta sauces. But we're glad Del Monte sauce works for you!*

Fitness Fun

THANKS FOR REVIEWING treadmills ("Run for Your Life," January 2019). Exercising at home allows me to match my session to my needs and available time. No workout clothes, driving, or gym memberships to pay for. It's a great way to incorporate exercise into daily life!
–Cathy Richmond, Omaha, NE

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What We're Testing in Our Labs ...

In our 63 labs, we continually review and rate products. Here, timely picks for this month.

Top-Loader Washing Machines

WE TESTED: 58 models
WE TEST FOR: Washing performance, including how well a model's normal cycle cleans a load of mixed cotton items, and more.

ABOUT THE SCORES:
HE
Median: 69 Range: 46-81
Agitator
Median: 56 Range: 31-70

A Washing Wonder (HE)
LG WT7100CW
$720

81 OVERALL SCORE

Giant Agitator
Maytag MVWB965HC
$1,230

70 OVERALL SCORE

Slim for Tight Spaces (HE)
LG WT901CW
$540

71 OVERALL SCORE

Gas Dryers

WE TESTED: 74 models
WE TEST FOR: Drying performance with a mix of fabrics and load sizes; ease of use, including controls; noise; and more.

ABOUT THE SCORES:
Median: 80
Range: 50-92

Top Tumbler
LG DLGX7601WE
$1,050

92 OVERALL SCORE

Hot Deal
LG DLG7101W
$730

88 OVERALL SCORE

Built for Large Loads
Maytag MGDB955FW
$1,260

86 OVERALL SCORE

Ask Our Experts

Why have washers become so enormous in recent years?

The simple answer is consumer demand. In fact, our lab just finished testing the largest top-loader agitator in the industry, at 44x29x30 inches–the "giant" Maytag shown above. A larger washer drum lets you fit more laundry per wash, "and that's a time-saver, particularly because some machines can take up to 2 hours per load," says Richard Handel, who oversees CR's washer testing. Also, most top-loader models offer a "deep fill" option that adds water when you want it. But bear in mind that deep drums can make collecting clothes from the bottom of the drum challenging. One shopping tip: If you're buying big, measure the doorways through which the machine must fit on delivery, not just the space it will live in.

ILLUSTRATION: SERGE BLOCH

For the latest ratings of these and other product categories, readers with a Digital or All-Access membership can go to CR.org.

Slow Cookers

WE TESTED: 8 models
WE TEST FOR: Tenderness of meat and vegetables after 5 hours on high and 8 hours on low, clarity of controls, ease of programming, and more.

ABOUT THE SCORES:
Median: 72
Range: 65-84

Now You're Cooking
Crock-Pot Cook & Carry SCCPVS600ECP-S
$100

84 OVERALL SCORE

Nonstick and Stovetop-Safe
Calphalon Digital Sauté SCCLD1
$100

78 OVERALL SCORE

Bargain Buy
Black+Decker Digital Programmable SCD1007
$50

72 OVERALL SCORE

Frozen Vegetables

WE TESTED: 31 products
WE TEST FOR: Nutrition, including calories per gram of food, fats, sodium, sugars, iron, and more; and flavor and texture attributes measured by trained taste testers.

ABOUT THE SCORES:
Median: 68
Range: 51-85

Very Healthy Choice
Green Giant Riced Veggies Cauliflower Risotto Medley
$3.50 for 12-ounce bag

85 OVERALL SCORE

Great Flavor
Birds Eye Veggie Made Mashed Cauliflower Original
$4 for 12-ounce bag

76 OVERALL SCORE

Nice Price per Bite
Trader Joe's Riced Cauliflower Stir Fry
$3 for 16-ounce bag

69 OVERALL SCORE

4K Streaming Media Devices

WE TESTED: 8 models
WE TEST FOR: Picture quality of streaming video (given the same network connection and speed); features, including the number of streaming services; and more.

ABOUT THE SCORES:
Median: 79
Range: 72-82

Supersmart and Versatile
Amazon Fire TV Cube
$120

82 OVERALL SCORE

Excellent Casting for Less
Google Chromecast Ultra
$70

80 OVERALL SCORE

Budget-Friendly Streamer
Roku Premiere (2018)
$40

72 OVERALL SCORE

Car Batteries

WE TESTED: 14 Group 24 and 24F models*
WE TEST FOR: Battery life (how a battery endures repeated charge-and-discharge cycles), how long it can run a car if the charging system fails, and more.

ABOUT THE SCORES:
Median: 79
Range: 62-90

Best Overall Performance
Napa Legend Premium 8424F
$130

90 OVERALL SCORE

Good Deal for Cold Climates
EverStart Maxx-24F (North)
$90

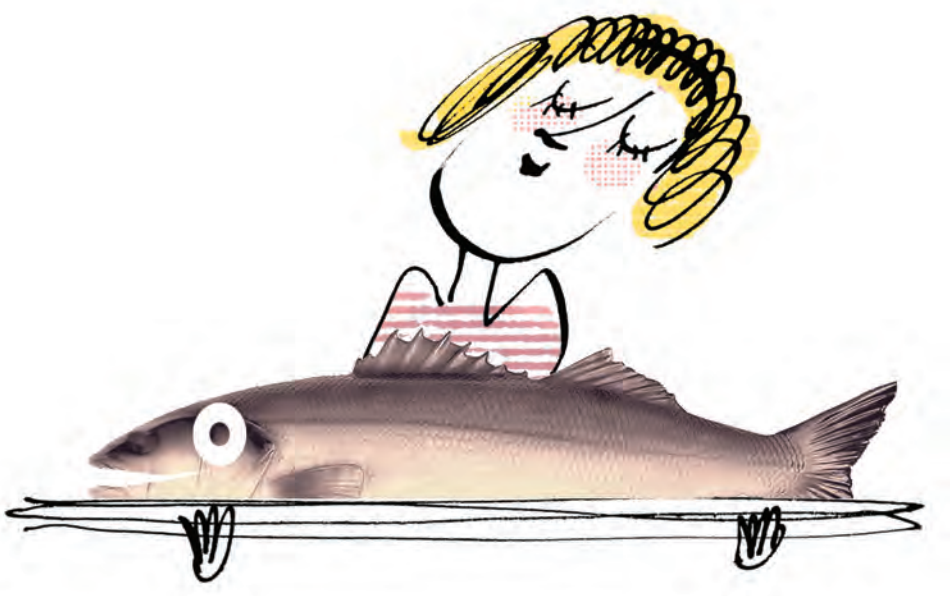
86 OVERALL SCORE

Easy to Check Battery Level
Interstate Mega-Tron Plus MTP-24
$120

86 OVERALL SCORE

Note: *We rate different products according to different testing protocols; as a result, Overall Scores of one product category are not comparable with another. *Different cars require different group-size batteries.*

COMING NEXT MONTH Air Mattresses



I know omega-3s are good for me. Is it worth buying eggs that contain them?

Egg producers that tout omega-3s on their packaging typically feed their hens foods such as flaxseed, which gives their eggs a boost of the omega-3 fats ALA (alpha-linolenic acid) and DHA (docosahexaenoic acid). The idea is that consumers who eat those eggs will get omega-3 benefits in the form of heart, eye, and brain health.

But fatty fish—such as salmon or sardines—is a much better source of omega-3s. Not only does fish have more of the nutrients overall, says Charlotte Vallaeys, senior policy analyst for food and nutrition at CR, but the mix of omega-3 fat types in fish is superior to eggs'. Though fish contains very little ALA, it does contain DHA and another omega-3, EPA (eicosapentaenoic acid). And of the three types, DHA and EPA have more known health benefits. So, for example, Eggland's Best eggs have 125 mg of omega-3s, about evenly split between ALA and DHA. By contrast, 3½ ounces of cooked salmon has about 560 mg of DHA and 300 mg of EPA.

As for ALA, other foods have more than an egg, too: Walnuts have 2,570 mg per ounce; chia seeds, 2,169 mg per tablespoon; flaxseeds, 2,350 mg per tablespoon; and canola oil, 1,280 mg per tablespoon. "If you eat any of these foods regularly, and fish once or twice a week, there's no reason to spend more money for omega-3 eggs," Vallaeys says. (Though there's no harm adding them to your diet.)

Considering omega-3 supplements instead? Along with other benefits, there's some evidence that fish oil pills may help people who already have heart disease, but they don't work to prevent it—so talk to a doctor before taking them.

LEARN

We have more than 140 in-house experts who research, test, and compare. Submit your questions at CR.org/askourexperts ... and watch for the answers.

Any last-minute tax tips I should know about?

In spite of major tax-law changes this year, you can still lower taxable income for 2018 by establishing or adding to various tax-deferred savings accounts—as long as you do so before the tax deadline (midnight on April 15, 2019, in most states), says CR's senior money editor Tobie Stanger.

For example, you can probably still contribute to a traditional IRA (whether existing or new). The maximum deductible contribution is $5,500 for those under age 50 and $6,500 for those 50 and older.

"Your deduction may be limited depending on income and whether you or your spouse have a work retirement plan," Stanger says. Self-employed people are eligible for higher income and deductible contribution limits with a simplified employee pension (SEP) IRA. On irs.gov, consult IRS Publication 590-A, "Contributions to Individual Retirement Arrangements."

If you have a health savings account (HSA) and your health coverage for 2018 was a high-deductible health plan, you can still add money there, too. HSA contribution limits for 2018 are $3,450 for individuals and $6,900 for families—and $1,000 more for those 55 and older.

I rent my home on Airbnb using a traditional lock and key. Is a smart lock safer?

Yes—safer *and* easier. These electronic devices not only eliminate the hassle of meeting renters in person but also eliminate the need for physical keys, which guests could copy at a hardware store, making the property vulnerable later on.

Usually costing between $150 and $300, some smart lock models replace your existing deadbolt, while others convert the existing bolt into a smart lock. With an internet-connected smart lock, you can create temporary access codes, allowing visitors to type a numerical code onto a number pad on the lock to gain entry, or use electronic keys. In the latter case, the "key" lives in electronic form in a smartphone app and talks to the lock wirelessly.

"We've tested a few smart locks that don't even have physical keyholes," says Dave Trezza, CR's door lock test engineer. "That makes them resistant to being picked and much harder to drill through."

Smart locks also let you monitor when guests come and go, as well as revoke their access at checkout time—all without ever setting foot on the property. Some smart locks can also integrate directly with Airbnb, HomeAway, or VRBO.

ILLUSTRATIONS BY SERGE BLOCH

CR Insights

In the Know

Kamado Grills

KAMADO-STYLE GRILLS—designed to be a charcoal grill, smoker, and outdoor oven all at once—are enjoying a resurgence of popularity, but they aren't new. In fact, The Big Green Egg (far right) has been on the market for more than 30 years—with many grillers singing its praises for just as long. And it's easy to see why: This ceramic grill can sear steaks on a rip-roaring fire, or smoke brisket on slow-burn coals or wood. But as the only widely available kamado-style grill, the Green Egg hasn't had much competition. Until recently.

"We've seen close to a dozen new kamado-style grills come on the market," says Mark Allwood, a market analyst who oversees grills for CR. "Most of these models are shaped like the Egg, but each has unique features." Some newcomers are metal, making them more affordable, though traditional ceramics tend to retain heat better.

As a result, prices for kamado-style grills vary wildly, from $400 to $2,000, and it can be tough to tell when you're getting a good deal. Need some guidance? Our testers evaluated a few competitors to help you get more sizzle for your money.

CERAMIC KAMADO-STYLE GRILLS

Kamado Joe Classic II 18" KJ23RHC $1,300 — 79

VS.

The Big Green Egg Large 18.25 $1,030 — 56

CR'S TAKE Similar in price and cooking performance to the Big Green Egg, our testing found that the Kamado Joe Classic is much easier to use and clean.

METAL KAMADO-STYLE GRILLS UNDER $1,000:

Broil King Keg 911470 $940 — 72

VS.

Char-Broil Kamander 17302051 $400 — 69

CR'S TAKE The easy-to-use Char-Broil offers similar cooking performance for less than half the price of the Broil King.

ILLUSTRATIONS: CHRIS PHILPOT. PHOTOS: JOHN WALSH/CONSUMER REPORTS

Look for more in-depth grill coverage in our July issue.

Cool Product Feature of the Month

Self-Cleaning Car Cameras

FROM BACKUP CAMERAS smeared with dirty raindrops to adaptive cruise control systems shut down by ice buildup, CR's auto test staff has seen firsthand how grime, snow, and sleet can render a car's advanced safety and driver-assist systems useless. When a car's cameras or sensors get dirty, most drivers today must stop, get out, and clean them the old-fashioned way. To keep drivers safe and save them from that hassle of manual cleaning—especially while on the move—a number of companies are competing to develop built-in camera and sensor cleaning technology.

A few recent models have small nozzles to wash the front and/or rearview cameras used in 360-degree displays—similar to the sprayers and wipers that keep headlights clean on some luxury cars. For example, the Cadillac CT6 (below) uses a jet to spray washer fluid onto the lens. A similar system is also being developed by Continental Corp., an automotive supplier. But as future cars need more cameras and sensors, the demand for fluid could become too great, and automakers may instead use compressed air, another effective way to clean a lens.

But no vehicles we've tested have the ability to remove dirt or ice from a grille or fender, where radar units (used for driver-assist technologies) are often housed. When these radars are covered, the best some vehicles can do is offer up a dashboard warning that the sensors aren't working, says Shawn Sinclair, auto engineer and advanced driver-assistance systems tester at CR.

To help avoid this problem, some manufacturers, such as Volvo and Nissan, have moved their sensors behind the front windshield, within the sweep of the wipers. But even that isn't foolproof. "Ice buildup can impact camera and radar systems if the regular wiper can't clear it off," Sinclair says.

Some solutions are in the works for that, too: One company, Seeva, has developed a product that uses engine heat to warm washer fluid to better clear windshields. And 3M, a manufacturing company, is hoping to use a transparent, protective adhesive film over car sensors for easier cleaning.

"Despite these emerging technologies, we need to remain attentive and engaged in our driving tasks," cautions Jennifer Stockburger, director of operations at CR's Auto Test Center. "These systems are intended to help, not replace, careful attention from a driver."

CR's auto engineer Shawn Sinclair

Cadillac CT6

72
OVERALL SCORE

CR Time Traveler FURNITURE

1941 We test porch and garden furniture for comfort and construction. Reed furniture, we report, is inferior to wood or steel and should be used only in sheltered places.

1943 Wartime production has limited consumer choice, but we advise parents about best choices for kids, regardless.

1949 CR highlights good design concepts in everyday objects, including a Hardoy metal chair (below) for its "ingenious and simple design."

1950 CR investigates deals offered by wholesale showrooms and warehouses, reporting that "a real bargain in furniture from a wholesaler is very rare unless your introduction to him is more intimate than a card."

POOR — EXCELLENT | RECOMMENDED | CR BEST BUY

REPAIR OR REPLACE?

Water-Damaged Appliances

Floodwater can quickly ruin your appliances, depending on which parts were submerged and for how long. "Even if they dry out, it's likely that parts were damaged and may no longer be safe or reliable," says Jim Nanni, the engineer who oversees CR's testing of large appliances. As a result, it probably makes more sense to replace the entire appliance, given the high cost of repair parts and labor.

But there are exceptions. For example, you might be able to salvage your fridge if the floodwater rose only a few inches. The refrigerator's compressor and condenser fan are typically located at the bottom of the unit—which does put them at risk—but because those parts and their electrical connections are slightly elevated off the floor, there's a chance the water didn't reach them, says Joe Pacella, a CR engineer. "If that's the case, your fridge's insulation is probably dry, too." If it's still running when you get home, that's a good sign—though it may still need a tuneup or cleaning. The same goes for a stand-up freezer. Chest freezers may not be so lucky: The insulation in these is close to the floor, so it's likely to get waterlogged and grow mold.

PHOTOS: (BOTTOM) CONSUMER REPORTS; (TOP RIGHT) 123RF. OPPOSITE PAGE: (TOP) JOHN POWERS/CONSUMER REPORTS

Food Sleuth

Broth Basics

CHICKEN BROTH COMES in many forms. Both stock and broth can be made from a mix of chicken meat and bones (along with vegetables and seasonings), but stock and bone broth usually use more bones, and regular broth uses more meat, says Amy Keating, R.D., a CR nutritionist. The more bones used, the higher the protein content, which comes from collagen in the bones that's released during cooking; this slightly boosts calories, too. Stock tends to have less sodium than broth because it's often used as a base in recipes that call for added seasoning. A product that says "low sodium" means it has 140 mg or less of sodium per serving, and "lower" or "reduced" sodium means it has at least 25 percent less sodium compared with the brand's regular product. To help you choose, CR's food testing team assessed the nutrition and taste of five choices from Swanson, listed from highest sodium to lowest.

Swanson Chicken Broth	**Swanson Natural Goodness Chicken Broth 33% Less Sodium**	**Swanson Cooking Stock Chicken**	**Swanson Chicken Bone Broth**	**Swanson Organic Low Sodium Free-Range Chicken Broth**
CALORIES 15	CALORIES 15	CALORIES 20	CALORIES 35	CALORIES 10
PROTEIN 1 g	PROTEIN 2 g	PROTEIN 4 g	PROTEIN 8 g	PROTEIN 1 g
SODIUM 860 mg	SODIUM 570 mg	SODIUM 510 mg	SODIUM 350 mg	SODIUM 140 mg
The most heavily seasoned and saltiest in our tests. Chicken bouillon-like flavor, with onion, celery, and other seasonings.	Well-seasoned broth with moderate chicken and salty flavors. Better flavor than Swanson's regular broth (left) but still relatively high in sodium.	Big, straightforward chicken flavor with roasted notes, moderate salt, and slight vegetable and herb flavors. Slightly viscous.	Rich roasted flavors of chicken and vegetables. Mild seasoning, slightly salty, slightly viscous. Made with no-antibiotic chicken.	Healthy but bland, watered-down broth with little seasoning or salt flavor. Plus: It's organic, so it's made with no-antibiotic chicken.

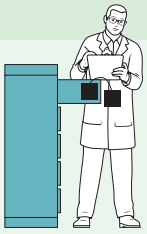
Note: Serving size is 1 cup. All of the broths have no fat and 1 gram or less of carbohydrates per cup.

1959 High-gloss enamels, the most popular paints for furniture, are touted as "quick-drying," but in our tests most take 5 to 8 hours—even those with "Four Hour" in the name.

1967 CR tests 17 furniture polishes, including Pledge (above). In addition to performance testing, we subject all the polishes to flammability tests. Though all the polishes are judged to be nonflammable, we urge extra caution with aerosol containers.

1989 "Upholstered furniture is an expensive and mysterious product," we report. To help, our testers diagram the inner construction of a couch and explain how to test for good welting, springs, padding, and more.

1995 We explain how to repair furniture using wood glues. We also perform glue strength tests and find that most wood glues stand up to the job: Sometimes the wood fails before the glue does.



2018 In our May 2018 issue, we investigate serious safety concerns about dressers that can tip over and injure or kill children. Our findings underscore the need for mandatory tip-over standards.*

*Turn to page 19 for part two of our investigation into furniture tip-overs.

Drink to Your Health

These fruit juices (left) are fine in moderation, but some others below can pose a health risk.

Safety Update

The Risk in Your Fruit Juice

WE RECENTLY TESTED 45 supermarket juices—including apple, grape, pear, and fruit blends—and found that 21 contain levels of heavy metals, such as cadmium, lead, and inorganic arsenic, that concern our experts. Ten of the juices pose long-term health risks to adults who drink 4 or 8 ounces every day, and all 21 had high enough levels to potentially harm children. In general, we found apple and pear juices had lower levels than grape and fruit blends. (And, overall, heavy metal levels have declined since CR last tested fruit juices, in 2011.)

Children are most vulnerable to the dangers of heavy metals, but adults are susceptible, too. Over time, regularly consuming even small amounts of these elements can raise the risk of bladder cancer, type 2 diabetes, and cardiovascular, kidney, and lung diseases.

A spokesperson from the Juice Products Association said that the industry complies with all Food and Drug Administration food safety regulations. But our experts think the industry could do more. "About half—53 percent—of the juices we tested pose no health risks from heavy metals, which shows that all manufacturers can find ways to produce juice with minimal amounts of these materials," says James Dickerson, Ph.D., CR's chief scientific officer. "While most of the risks are due to long-term exposure, it is wise to limit your intake of foods that contain heavy metals. Other sources besides juice include some types of rice, fish, and protein powders." The chart below lists juices that pose risks for adults, along with some better alternatives. Still, you should limit fruit juice intake because of its high sugars content. For more info, including the juices that pose risks to kids, go to CR.org/heavymetals0319.

Potential Risk at 4 oz. or more per day	Potential Risk at 8 oz. or more per day	Better Alternatives
APPLE Trader Joe's Fresh Pressed Apple Juice, 100% Juice	**APPLE** Gold Emblem *(CVS)* 100% Apple Juice	**APPLE** 365 Everyday Value *(Whole Foods)* Organic Apple Juice, 100% Juice
GRAPE R.W. Knudsen Organic Just Concord Grape Juice	**GRAPE** Gold Emblem *(CVS)* 100% Grape Juice	Apple & Eve 100% Juice, Apple Juice
Welch's 100% Grape Juice, Concord Grape	365 Everyday Value *(Whole Foods)* Organic 100% Juice, Concord Grape	Big Win *(Rite Aid)* 100% Juice, Apple Juice
Welch's 100% Grape Juice, White Grape	**JUICE BLEND** Great Value *(Walmart)* 100% Juice, Cranberry Grape	Clover Valley 100% Apple Juice
JUICE BLEND Welch's 100% Juice with Antioxidant Superberry	Juicy Juice 100% Juice, White Grape*	Market Pantry *(Target)* 100% Juice, Apple
		Mott's 100% Juice, Apple Original
		Nature's Own 100% Apple Juice
		Old Orchard 100% Juice, Apple
		Simply Balanced *(Target)* Organic Apple Juice, 100% Juice
		Tree Top 100% Apple Juice
		PEAR Goya Pear Nectar
		Looza Pear Juice Drink
		JUICE BLEND Ocean Spray Cran-Apple
		Ocean Spray Cran-Grape

*Blend of apple and grape juices.
Note: Our test findings represent a spot check of the market and cannot be used to draw definitive conclusions about specific brands.

WHAT 100 CALORIES LOOKS LIKE

Easter Candy

As spring arrives, you may find yourself falling down a rabbit hole of chocolate bunnies, jelly beans, and cream-filled chocolate eggs. Instead of depriving yourself entirely, focus on portion control. Our visual guide can help you keep tabs. For more info, go to CR.org/easter0319.

25 pieces
Jelly Belly Original Jelly Beans

⅔ piece
Cadbury Creme Egg (1.2 oz.)

3½ pieces
Peeps Marshmallow Chicks

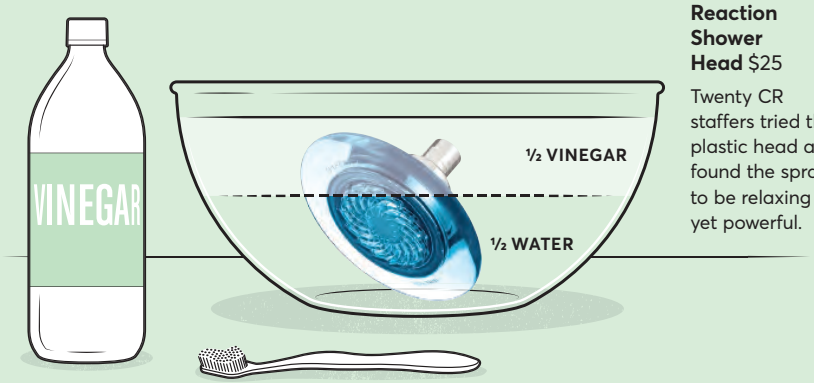
2 pieces
Ghirardelli Milk Chocolate Bunnies (0.35 oz. per bunny)

¼ piece
Lindt Milk Chocolate Bunny (3.5 oz.)

How to Clean Practically Anything™

Your Showerhead

Deep cleaning your showerhead may sound like an uninspiring household chore, but it's worth doing every so often to clear out water deposits and microbes, including pathogens, that can accumulate there. "A showerhead full of mineral deposits not only results in decreased water pressure," says Don Huber, director of product safety at CR, "but when bacteria builds up, it can get released into the steamy air. And while harmless to a healthy person, these pathogens are opportunistic, which means they could cause health risks such as asthma or bronchitis for people with respiratory problems or weakened immune systems." To breathe easier, follow our guide below.



Speakman S-4000 Reaction Shower Head $25

Twenty CR staffers tried this plastic head and found the spray to be relaxing yet powerful.

METAL SHOWERHEADS

If you have a chrome-plated showerhead, unscrew the head (you may need an adjustable wrench), then place it in a pot filled with a solution of one part vinegar to eight parts water. Bring the pot to a boil, and simmer for 15 minutes. Once cooled, use a toothbrush to scrub any debris, then wipe with a sponge or soft cloth. If you prefer not to unscrew the head, fill a plastic bag with the warm solution and secure it to the head to soak.

PLASTIC SHOWERHEADS

Soak a head that's mostly plastic (as shown above) in a solution of equal parts vinegar and hot water—but not boiling hot—either detached in a bowl or in a plastic bag tied to the showerhead. Then brush off any leftover crud with a toothbrush.

SPECIAL FINISHES

If your showerhead is brass or nickel, vinegar can tarnish it—so *don't* soak it. Instead, scrub the head using soapy hot water and a toothbrush.

Product Spotlight

Antivirus Software

IN AN ERA when malware is a looming threat to computers—not to mention smartphones, routers, and even TVs—there are many benefits of antivirus software. And yes, even Mac users, who have felt safer due to a smaller network of users, can transmit infected files to Windows PCs. Given the wide range of options, though, it's not obvious which will protect you best. That's why our experts put thirty 2018 antivirus programs—including 10 free ones—to the test on computers running Windows 10 and macOS. We evaluated ease of use and how the programs handle a host of malware, malicious websites, and 200 phishing web pages that try to steal your data.

Our results reveal that you don't have to pay to be well-protected. Paid programs, often called Security Suites, do have perks, however, says Richard Fisco, who heads CR's antivirus test program: Bitdefender's $40 version (below) offers a firewall and a spam filter, and you don't get peppered with pop-up ads to upgrade.

IF YOU HAVE A MAC

66
Avira Free Antivirus for Mac Free

79
Norton Security Deluxe for Mac $40 per year for five devices*

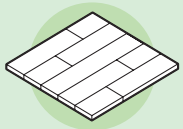
IF YOU HAVE A PC

75
Bitdefender Free Edition Free

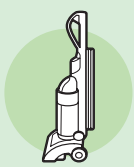
80
Bitdefender Internet Security-2018 $40 per year for three devices*

*Prices reflect 2019 versions.

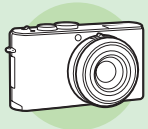
March Is THE BEST TIME TO BUY ...



Flooring
Deals on hard flooring start toward the end of the month.



Vacuum Cleaners
This is the time for spring-cleaning sales.



Digital Cameras
Late in the month, prices will drop on older models.

PHOTOS, OPPOSITE PAGE: JOHN WALSH/CONSUMER REPORTS

For more info, go to CR.org/buy0319.

WOMEN'S SUPPLEMENTS

GNC is recalling about 756,000 packages of Women's Iron Complete dietary supplements because the blister packaging is not child-resistant, as required by law. If a child swallows the supplements, he or she risks serious injury or death. The supplements were sold at GNC stores and website from September 2000 through August 2018, and on the drugstore.com website from September 2000 through August 2016, for about $10.
What to do: Keep the pills out of the reach of children and call GNC at 888-462-2548 or go to gnc.com for details and instructions to get a refund. Or you may return the product to your local GNC store.

RAMEN SOUP CUPS

Lotus Foods is recalling about 239,000 Rice Ramen Noodle Soup cups because the labeling incorrectly instructs you to microwave them, which poses fire and burn hazards. The soups were sold at Whole Foods Market and other independent natural and specialty stores, Safeway stores in Northern California, and online at amazon.com and lotusfoods.com from August 2018 through November 2018 for about $2.50.
What to do: Do not eat the soup. Call Lotus Foods at 866-330-4390 or go to lotusfoods.com for details and to get a coupon for a replacement.

THERMOSTATS

White-Rodgers is recalling about 135,000 Emerson-branded Sensi WiFi thermostats because contact between the thermostat wires and household line voltage can damage the thermostat and pose a fire hazard. The thermostats were sold at stores nationwide from April 2014 through December 2016 for about $90 to $150.
What to do: If you have a Sensi thermostat, check whether "Emerson" is printed on the front and a date code from 1416 to 1536 appears on the back. Call White-Rodgers at 888-847-8742 or go to white-rodgers.com for instructions on a repair and/or replacement.

HIGH CHAIRS

Skip Hop is recalling about 32,300 Tuo convertible high chairs because the legs can detach from the seat and pose a fall and injury hazard. The chairs were sold at stores and online from June 2017 through December 2018 for about $160.
What to do: Stop using the high chair and call Skip Hop at 888-282-4674 or go to skiphop.com to get a full refund or an e-gift card of equal value.

MIXING BUCKETS

Lumber Liquidators is recalling about 22,700 five-gallon mixing buckets because young children can fall into them and drown. The buckets do not have the required cautionary label warning of this drowning risk. The buckets were sold at Lumber Liquidators stores and website from June 2018 through August 2018 for about $3.
What to do: Stop using the bucket, and keep it away from young children. Call Lumber Liquidators at 800-366-4204 or go to lumberliquidators.com for details and instructions on how to get the required warning label.

ZERO-TURN MOWERS

Kubota is recalling about 11,670 zero-turn mowers because the rollover protective structure (ROPS) can loosen and fail to protect you in a rollover, posing risk of injury. The mowers were sold at authorized Kubota dealers from November 2017 through September 2018 for $6,500 to $10,000.
What to do: Stop using the mower and call any authorized Kubota dealer for details and a free inspection and repair. Contact Kubota Corporation at 888-458-2682.

KIDS' JACKETS

Meijer is recalling about 25,000 Falls Creek Kids infant and toddler hoodies because the zipper slider can detach and pose a choking hazard for young children. The jackets were sold at Meijer stores from June 2018 through October 2018 for about $14.
What to do: Call Meijer at 800-927-8699 or go to meijer.com for details and to get a full refund.

DRAWER KNOBS

TJX is recalling about 21,500 glass and ceramic drawer knobs because they can break or shatter when pulled and pose a risk of laceration. The knobs were sold at T.J.Maxx, Marshalls, and HomeGoods stores from October 2015 through October 2018 for $5 to $10.
What to do: Remove the knob and call the store where you bought it for details and a full refund: T.J.Maxx, 800-926-6299; Marshalls, 888-627-7425; HomeGoods, 800-888-0776.

INFANT SNOWSUITS

The Children's Place is recalling about 14,900 girls' infant snowsuits because the metal snaps on them can detach and pose a choking hazard to young children. The suits were sold at The Children's Place stores and website from August 2018 through November 2018 for about $50.
What to do: Do not put the snowsuit on your child, and keep it out of reach. Return it to any The Children's Place store for a refund. Call The Children's Place at 877-752-2387 or go to childrensplace.com for more details.

Dangerous Dressers in Our Homes

CR's investigation reveals that even furniture 30 inches or shorter can tip over and be deadly to children.

By Rachel Rabkin Peachman

Demonstration of furniture stability testing we conduct on dressers 30 inches and under.

EVEN THOUGH a dresser is low to the floor and seems stable, it still could pose a deadly tip-over risk to children at home, a Consumer Reports investigation has found.

Currently, dressers sold in the U.S. aren't governed by a mandatory stability standard and aren't required to pass any premarket tip-over tests. Instead, the industry has a voluntary safety standard, and it's up to individual manufacturers to decide whether or not they will meet it.

Even so, the treatment of shorter dressers represents a potentially deadly loophole in the industry's voluntary standard. The standard says that dressers taller than 30 inches should stay upright with 50 pounds of weight hanging from any open drawer when the other drawers are closed and the dresser is empty. Dressers that are 30 inches tall and under are exempt.

As part of CR's continuing look into furniture tip-overs—including an extensive review of incident reports from

WATCH

To see a demonstration of our furniture stability testing on dressers, watch our video at CR.org/tipover.

PHOTO ILLUSTRATION BY ERIC HEINTZ

the federal government—we uncovered six examples of deaths involving dressers 30 inches and under, including an incident from 2017. We also tested a group of short dressers in our labs and found that many of them tipped over. (See our test results on page 21.)

CR evaluated 17 dressers marketed as measuring 30 inches tall and under. Nine—or more than half—failed all but one of the tests. Five dressers passed all our tests, including an Ikea dresser costing $150, demonstrating that it's possible to produce a stable, affordable dresser at this height.

"As it stands now, a manufacturer following the industry standard can legitimately say that its lineup of dressers is compliant with the standard, even if it manufactures one of these low dressers that has been shown to pose risk of injury or death to children," says James Dickerson, CR's chief scientific officer. "Our results demonstrate why a standard that includes dressers 30 inches and shorter is both feasible and necessary."

Our overall findings highlight the need for strong safety standards for all dressers, not just taller ones.

The need is urgent because every 17 minutes an unsecured piece of furniture, appliance, or television tips over and injures—or kills—someone in the U.S., according to the Consumer Product Safety Commission, the government agency with oversight of household products. And research shows that dressers and other clothing storage units are particularly lethal, accounting for at least 206 reported deaths since the year 2000. Most of the victims of dresser tip-overs are children younger than 6 years old.

An Unimaginable Tragedy

Brett Horn's son Charlie, a triplet, died in 2007 after a 30-inch dresser fell on him. Horn says he couldn't have imagined that the low dresser in his son's room would be so dangerous.

That day, Charlie, 2½, woke from a nap in the bedroom he shared with his brother. Investigators think that he opened the bottom-left drawer of the dresser. It's unclear exactly what happened, but the dresser tipped over onto him.

Charlie Horn, 2½, died in 2007 after a dresser 30 inches high fell on him in his home.

206

The number of reported deaths from tip-over incidents involving dressers and other clothing storage units.

Source: Consumer Product Safety Commission, from 2000 through 2017.

Charlie's body "cushioned the fall of the dresser, so there was no loud noise when the dresser fell," the CPSC incident report says. It was so quiet that it didn't wake his brother from his nap in the same room. The brothers' triplet sister was in another room. When the babysitter went into the bedroom, she found Charlie unresponsive underneath the dresser. He didn't survive.

In addition to the family's initial grief and shock, Horn was stunned to discover later that the dresser at fault was the shorter one, not the taller, bigger one in the bedroom.

"The fact that that dresser could fall over on one of my kids never even crossed my mind," said Horn, who on the day of the incident asked his brother-in-law to remove the deadly piece of furniture. "When I got home that evening, I thought they took the wrong dresser. I still had assumed, like a lot of parents would assume, that it was a large dresser that had tipped over with a huge impact and killed Charlie. But it wasn't. It was a dresser that was only 30 inches high—three drawers high and two drawers wide."

Horn and other parents who have endured similar tip-over tragedies formed a group in 2018 that champions stronger furniture stability standards, called Parents Against Tip-Overs.

Hidden in Plain Sight

Tip-overs are insidious because the danger is all around us inside our homes—that is, unless people use special kits to anchor furniture to walls. But some parents whose children were killed in a tip-over incident have told CR they didn't know about the need for furniture anchors or straps until after the incident.

According to CR's 2018 nationally representative survey of 1,502 U.S. adults, only about a quarter of Americans reported anchoring furniture at home. Of those who reported not anchoring, 7 percent said they had never heard of the safety measure. And 41 percent of that group reported they hadn't used anchors because they thought their furniture was stable.

Though a dresser might appear to be stable, its center of gravity can quickly shift when someone pulls open a drawer, Dickerson says. Add weight to that drawer—when, for example, a young child tugs on a handle or hangs on an open drawer—and a seemingly stable dresser might topple forward.

PHOTO: COURTESY OF BRETT HORN

How Stable Is Your Dresser?

Consumer Reports conducted progressively tougher tip-over tests on 17 dresser models marketed as measuring 30 inches tall and under that represent a cross-section of the retail market. Twelve were purchased and tested between June 2018 and October 2018. The other five were evaluated in prior rounds of CR testing.

PASSED Tests 1, 2 & 3

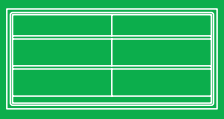
PASSED Tests 1 & 2

PASSED Test 1 only

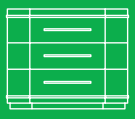
Test 1 All drawers open.

Test 2 Top drawer open with a 50-pound weight hanging from the drawer front.

Test 3 Top drawer open and the 50-pound weight is increased in 1-pound increments to a maximum of 60 pounds.

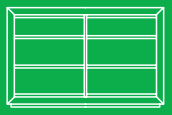


Bellanest Aversa Bedroom 6-Drawer Dresser* $550
H30.19"xW64"xD18.94"
157 lb. (Anchor included.)



Lexington Kitano 3-Drawer Nightstand $1,500
H29.25"xW36.25"xD20"
169.6 lb. (Anchor included.)

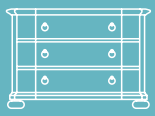
Epoch Design Nara Bamboo Lowboy 4-Drawer Dresser $900
H24"xW54.13"xD20.88"
120.8 lb.



Restoration Hardware Callum 6-Drawer Dresser* $1,300
H30.38"xW45"xD20"
115.2 lb. (Anchor included.)

Ikea NORDLI $150
H30"xW31.5"xD18.5"
92 lb. (Anchor included.)

Sauder Barrister Lane 3-Drawer Chest $230
H29.5"xW36.56"xD16.81"
86.4 lb.



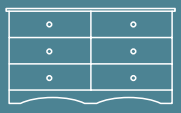
Hooker Furniture Corsica Bachelors 3-Drawer Chest* $1,190
H30.38"xW42.13"xD19"
107.6 lb. (Anchor included.)

South Shore Logik 6-Drawer Double Dresser B $160
H27.38"xW51.19"xD18.88"
108.6 lb. (Anchor included.)

Ameriwood Home Mixed Material 3-Drawer Dresser $100
H29.88"xW31.25"xD16.69"
68.8 lb. (Anchor included.)

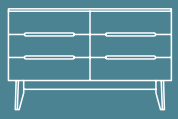
Homestar Central Park 3-Drawer Chest $90
H30"xW27.56"xD16.5"
49.2 lb. (Anchor included.)

Prepac Bella 6-Drawer Dresser $185
H28.50"xW47.44"xD16.25"
82.4 lb. (Anchor included.)

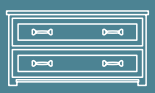


Nexera Montreal Kids 6-Drawer Double Dresser, Maple $268
H28.63"xW48.25"xD17.75"
87.6 lb.

South Shore Libra 3-Drawer Chest (similar to Simply Basics 3-Drawer Dresser) $75
H27.5"xW31.38"xD16"
57.2 lb.



Corrigan Studio Drumnacole 6-Drawer Double Dresser $710
H29.75"xW47.25"xD17.75"
103.8 lb. (Anchor included.)

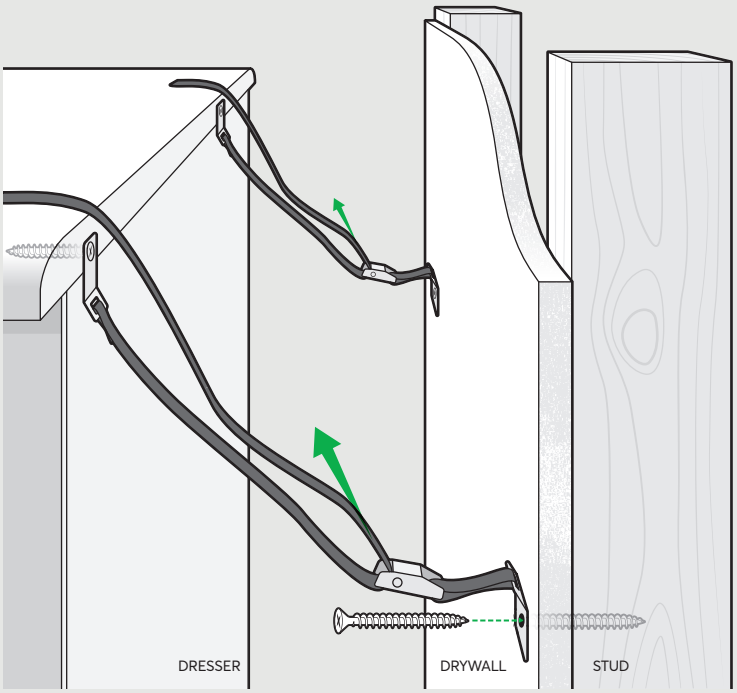


Pottery Barn Kids Belden End of Bed 2-Drawer Dresser $500
H22.88"xW40.75"xD16.44"
70.4 lb.

South Shore Logik 6-Drawer Double Dresser A $200
H29.63"xW47.5"xD17.5"
103.6 lb.

Essential Home Belmont 4-Drawer Dresser Chest (Ameriwood) $60
H29.88"xW27.75"xD15.75"
47.0 lb. (Anchor included.)

*These models were marketed as measuring 30 inches or less. When we got them into our labs and measured them, they were slightly above 30 inches. CR conducts its tests for the purpose of comparison and not for compliance. Our results are not meant as indicators of whether or not a dresser meets the voluntary industry standard set by ASTM International, a consensus standards-setting organization.



How to Anchor Furniture

SHORT OF STRONGER and mandatory stability standards for dressers, the best way to prevent tip-overs is to anchor furniture to a wall. But as CR has uncovered during our ongoing investigation, that isn't an easy or well-known fix.

Some dressers come with furniture anchors, but not all. The industry's voluntary safety standard states that only dressers taller than 30 inches are required to include them. Shorter dressers—or others that don't comply with the standard—might not come with the hardware.

And if you buy or borrow a used dresser, you'll probably need to purchase furniture anchors separately. This is particularly relevant given that CR's 2018 nationally representative survey of 1,502 adults in the U.S. revealed that only 35 percent of Americans with young children at home bought a new dresser for their room.

New or used, here's how to anchor furniture to drywall, plaster, or masonry.

ANCHORS

Furniture anchoring kits, also known as anti-tip restraints and furniture straps, typically come with two brackets tethered by a strap or cable. One bracket screws directly to the piece of furniture; the other fastens to a wall. The connecting strap or cable is then tightened to keep the furniture from tipping.

Peter Kerin, founder of Foresight Childproofing in Minneapolis, recommends kits with a braided steel cable or strap made of nylon webbing. If the furniture comes with hardware but the tethers aren't made of nylon webbing or steel cable, Kerin recommends purchasing your own kit. That said, don't put off anchoring furniture. If you can pick up a kit the same day you buy your furniture, great; if you can't, go with the included anchoring kit, then upgrade later.

DRYWALL

Most homes built after the 1960s have interior walls made of drywall over wood studs. Start by placing the piece of furniture against the wall where you want it, and use a stud finder to locate a stud in the wall just above it. (You're almost certain to find one to the left or right of an electrical outlet or light switch.) Once you find a stud running behind the dresser, mark it on the wall, then make an intersecting mark where the top of the dresser meets it. Next, pull the dresser away from the wall and measure down from the intersection; the distance depends on what's specified in the kit's instructions. This is where you'll install the wall bracket.

We recommend drilling a pilot hole and using a wood screw that's about 2 inches long to ensure a secure connection. If your kit comes with shorter screws, buy longer ones. If you live in a newer building with metal studs, you'll need different screws: Use 1⅝-inch fine thread drywall screws instead of wood screws.

Never use a drywall anchor or toggle to anchor furniture. "It's not like hanging a picture or mirror, where the force pulls straight down," Kerin says. "A furniture anchor needs to withstand any effort to pull the fixture straight out from the wall."

WATCH

Watch a CR expert demonstrate how to anchor a dresser to a wall, at CR.org/anchor0319.

PLASTER

Studs in plaster walls are harder to find, and a traditional stud finder won't always work. You might have luck using a magnetic stud finder to detect the nails securing the wood lath to the studs. When you think you've located a stud, follow it straight down to the baseboard and drill into the wall just above it with a small wood bit. If you feel steady resistance, you've hit a stud; if your drill plunges forward, move to the left or right, 1 inch at a time, until you find a stud. (You can patch the holes you leave behind with spackling or caulk.)

Measure up along the stud where you'll anchor your furniture, and use a properly sized wood bit to drill a pilot hole. Screw the bracket to the wall.

MASONRY

Brick or concrete block walls are far less common than drywall or plaster walls, and they pose a unique challenge. Unless you're skilled and tool-savvy, Kerin advises hiring a handyman or professional childproofer to secure furniture to masonry.

If you want to attempt the job yourself, you'll need a hammer drill with a suitably sized masonry bit and self-anchoring masonry screws.

BRACKETS

To attach the furniture bracket, ideally you want to drill into solid wood, as high as possible on the back of the piece. (It doesn't have to be centered.) Don't attach the bracket to the thin back panel, because that won't be as secure.

Mark the furniture and drill a pilot hole. Using the included wood screws, attach the bracket. Connect the wall-mounted bracket and furniture-mounted bracket with the included strap or cable, then tighten it until there's no slack. —*Paul Hope*

ILLUSTRATION: CHRIS PHILPOT

In many cases, dresser tip-overs happen when children are alone in their rooms, having just woken from a nap or a night's sleep. "A lot of these injuries happen to children who are no longer in a crib," says Peter Kerin, founder of Foresight Childproofing, a Minneapolis-based company that creates child-safe environments. "They're put to bed and hugged and kissed good night, and if they get up in the middle of the night, the parents aren't necessarily going to know."

It's typical for a toddler or preschooler to "decide they want something on top of the dresser," Kerin says. "They pull open a drawer or two and climb up on it. And unfortunately, some dressers tip even without a child climbing on them."

Some safety advocates say that even if manufacturers do meet the current voluntary standard, it's not sufficient to protect against tip-overs because the testing isn't rigorous or creative enough.

"Stronger standards that hold up under real-world scenarios are what's needed," says Nancy Cowles, executive director of Kids in Danger, a nonprofit child safety organization.

73%

Percentage of Americans who don't have anchored furniture in their home.

A Need for Better Guidelines

When the voluntary standard for clothing storage units was established in 2000, it related to dressers that were thought to be most likely to tip over, which were identified as pieces taller than 30 inches, according to the American Home Furnishings Alliance, a trade group.

But a dresser's stability doesn't rely on any one characteristic. A host of factors contribute, including its overall weight and depth, whether it has a back weight, and how far the drawers extend. Because furniture designs and styles have evolved in the nearly two decades since the standard was created, many groups, including CR's advocacy division, say that the voluntary standard isn't robust or broad enough to protect consumers.

"We're urging the CPSC to set a strong mandatory standard so that consumers can trust that dressers for sale will resist tipping over onto young children," says William Wallace, a senior policy analyst for CR. "This would allow regulators to enforce the rules and more easily gain industry cooperation for recalls. In the meantime, the furniture industry should act now to cover shorter dressers under its voluntary standard."

A Spotlight on Industry

CR contacted the companies with dressers that failed our 50-pound test. The ones that responded said their products met the voluntary standard, which didn't apply to shorter dressers.

Some companies took action because of CR's test results. For instance, when CR informed Wayfair that the Drumnacole dresser it was selling failed our 50-pound stability test, the company said it immediately stopped selling it and contacted the supplier of the product to look into strengthening its safety guidelines.

Regulatory agencies, testing laboratories, and other industry leaders also have responded to CR's findings.

On Nov. 7, 2018, a furniture safety subcommittee convened by ASTM International (an organization that develops standards) reviewed CR's analysis and heard from parents whose children had died after a dresser tipped over onto them.

The subcommittee, which includes representatives from the furniture industry, government regulators, and consumer advocates (including CR), now says it is considering revising the scope of the voluntary stability standard so that it covers clothing storage units as low as 27 inches, which represents the lowest height of a product involved in a reported tip-over death (with an additional margin of safety).

At press time, a subcommittee vote on the proposed changes was expected through a ballot in January.

Separately, the CPSC has considered whether there should be a mandatory stability standard for clothing storage units, including dressers. The agency is conducting additional testing on those units to gather more data on how they perform, but it doesn't plan to issue any new rules in its current fiscal year, which ends in September 2019.

In the meantime, some companies are already conducting more comprehensive testing.

Laura Wood, a representative for Lexington Home Brands, says her company tests dressers for stability regardless of height. "Fundamentally, we believe that an item should be inherently stable," she told CR. "If it is not, it is not serving its intended purpose."

LEARN

The first installment of our furniture tip-over investigation ran in the May 2018 issue. To read it online, go to CR.org/tipover.

GET YOUR BEST REST YET!

PHOTOGRAPH BY CRAIG CUTLER

Desperate for a good night's sleep? You have plenty of company. Use our mattress and sheet ratings, plus expert pillow advice, to get the sleep you crave.

by Haniya Rae

L.L.Bean Pima Percale Sheet Set
$150
The strongest and least prone to shrinking of any of the sheets we tested, this CR Best Buy set also earns a Very Good score for fit.

74

Avocado Green
$1,400
This top-rated innerspring model is among the firmest we've tested. It offers excellent support for most body types and sleeping styles.

85

MORE THAN a third of Americans are sleep-deprived. That's in spite of a dizzying and ever-growing array of products, including mattresses, pillows, sheets, and sleeping aids–all promising to deliver a night of restorative slumber.

With all the hype, how can anyone possibly know which of the countless sleep-promoting products on the market work? We've interpreted the results from our exhaustive, scientific mattress testing, interviewed experts on the best ways to reach deep, regenerative sleep, and–for the first time in almost a decade–tested and rated cotton sheets. We'll also tell you how to get more life out of the mattress you already have and how to know when it's time for a new one. So stop tossing and turn to some sound advice on sleeping soundly.

Adjustable Bed Frames

Is it time to try something new in the bedroom? When it comes to launching products and making fresh promises, the bedding industry never sleeps. In 2018 alone, at least three new mattress brands have been introduced (Allswell, AmazonBasics, and Molecule), Tuft & Needle and Purple have started selling pillows, and Casper has launched its products into the sky, as the bedding on certain American Airlines sleeper seats. While many of the new mattresses and other sleep products we've tested in our labs performed as promised, many others did not.

One of the latest developments? The rise in popularity of adjustable bed frames. Long marketed to seniors, adjustable bed frames are equipped with motors that allow you to elevate your legs or upper body with the click of a button. Now manufacturers are promoting them to consumers of all ages who like to watch TV in bed or lounge with a laptop or tablet.

According to the International Sleep Products Association, about 9 percent of U.S. consumers use an adjustable bed frame, but sales increased 200 percent from 2011 to 2015. The retail prices of the frames are between several hundred and several thousand dollars.

Certain manufacturers claim that an adjustable bed frame can help alleviate back pain, but doctors say that's debatable. "Adjustable beds may have some benefit for some patients with back, neck, and other spine problems but are certainly not necessary," says Jay Khanna, M.D., professor of orthopedic surgery and biomedical engineering at Johns Hopkins University. Ultimately, he says, the majority of people with problems related to the spine benefit most from a firm and flat mattress.

CR doesn't test bed frames, but we do note in our mattress ratings which models are compatible with these motorized beds. Most of the top foam and innerspring mattresses we've tested can be used on an adjustable frame.

Pillow-Top Mattresses

"There are more mattresses with pillow-tops than ever before," says CR senior market analyst Claudette Ennis. "And there are also new constructions to choose from." Designed to add extra cushion to a mattress, pillow-top models do not come cheap: They often cost hundreds more than the standard version of the same mattress.

While the increased softness of pillow-top mattresses might appeal to our fantasy of sleeping on a cloud, what you gain in cush you may lose in support. Firmness varies with the pillow-top models we've tested–some score as high as a 6 on our 10-point firmness scale (with 10 being the firmest). But if a soft upper layer is what you're looking for,

PREVIOUS SPREAD, PROP AND WARDROBE STYLING: JESSICA ARMSTRONG; HAIR AND MAKEUP: SAMANTHA FRYLING

5 Signs Your Mattress Is Shot

It's not always obvious when a mattress has outlived its usefulness. Here are telltale clues that it's time to say good-bye—and advice on getting the most life from your mattress.

It's a little lumpy. Lumps or deep indentations can happen over time, no matter which materials a mattress is made of. It may also sag, causing you to roll to the center.

The foam is failing. Spilling water on certain types of foam may cause damage to the adhesive between the layers, causing them to shift. The foam may also just degrade over time.

You're waking up sore. A worn-out mattress might no longer support your spine's natural curve, causing stress to other parts of your body as you sleep. If you're suddenly waking up with unexplained soreness, your mattress might no longer be giving you the support you need.

You can feel the foundation. Sleeping in the same spot every night can compress the layers so much over time that you can begin to feel the bed slats or whatever else the mattress is placed on.

The springs are poking you. Ouch! If you've moved your mattress often or sat in the same spot for extended periods of time (such as when watching TV in bed), you've probably pushed its innards out of alignment and a spring might have been pushed out of place.

you could certainly find happiness with a pillow-top. We suggest you try it out first to make sure it provides the support you're looking for.

Several manufacturers also promise that their mattresses increase comfort by providing cool sleep through the use of heat-reducing materials such as gel-infused foam, copper, and graphite. Some of these models, including Reverie's Dream Supreme II Hybrid Sleep System and the Tuft & Needle Mint, did not retain heat in our tests. Others, however, trapped body heat quite a bit. (Find out which mattresses sleep warm by referring to the "retains warmth" column in the ratings.)

Our tests have found that, in general, traditional innersprings tend to sleep cooler than foam. "You're more likely to sleep warm on a foam mattress, even when compared with a hybrid innerspring, which we define as a combination of several inches of foam layers over metal springs," says Chris Regan, who oversees CR's mattress tests.

Get the Most Mattress for Your Money

One benefit of the crowded marketplace is that all of the competition appears to be driving prices down. The median amount CR members reported paying for a mattress was about $200 less in our 2018 Mattress Brands and Retailers survey than in our 2016 survey (down from about $1,330 to $1,130). Our most recent survey also found that the 6 percent of CR members who shopped at Mattress Firm, the biggest specialty retailer for mattresses, paid a median of about $500 less, compared with our 2016 survey. Our survey also shows that though most CR members do not try to negotiate a better price on a mattress, those who are successful save a median of just more than $200.

Other strategies for saving include shopping close to national holidays, when retailers are likely to offer discounts online and in stores. If you're interested in a particular model or manufacturer, sign up for its online newsletter so that you're notified of sales—you might even get 10 percent off just for registering. If you're shopping online, put a mattress in your digital shopping cart, then leave the website—if you signed up for a newsletter, chances are the company will send you an email with a discount, encouraging you to complete your purchase. And it never hurts to ask: If the website you're on has a chat assistant offering to answer questions or help you to shop, haggle just like you would on a showroom floor.

How to Make a Mattress Last

The first rule is to rotate it at least twice a year or as directed by the manufacturer. (You might also be able to flip it, per the manufacturer's instructions.) This prevents excessive strain on any one area for an extended period of time, which can degrade a mattress faster.

Remember that a mattress is designed for sleeping. Sitting on the edge to put on shoes or to lift weights can cause premature sagging or indentation, as can plopping down in the middle every night to watch TV or check your email.

Adding a cushy mattress topper might seem like an easy fix to cover up flaws, but chances are it will offer little relief.

"If your mattress is worn and saggy, a topper isn't going to help," says Linda Klein, president of Charles P. Rogers. "It will just reflect what's underneath it." And while putting a topper on a fresh mattress might reduce the wear somewhat, it will also change the way the mattress supports your body.

WHERE THE DEALS ARE

Here is how 32 major mattress retailers and the independent stores fared in the 2018 CR survey, based on member satisfaction with price.

Ratings are based on the Consumer Reports 2018 Winter Survey of 16,346 CR members reporting on their mattress purchases made since 2015.

Shark Ion W1
Cordless Handheld
Vacuum Wv201
$130

81

WATCH

For a short video on how to make a funky mattress fresh, go to CR.org/cleanmattress.

The Right Way to Clean a Mattress

IF YOU FIND yourself sniffling as you snuggle in for the night, it might be a sign that it's time to clean your mattress.

House dust mites—tiny microscopic bugs that feed off of the dead skin cells of humans and their pets—can take up residence in bedding. When we inhale their feces, it can trigger an allergic response, leading to a runny nose, itchy eyes, coughing, and other symptoms.

Giving the mattress a thorough cleaning can provide relief by reducing these and other offending allergens, such as pet dander. "Those with sensitivities to indoor allergens, such as to pet hair, dander, and house dust mites, will generally see a reduction in symptoms with cleaning," says Clifford W. Bassett, M.D., medical director of Allergy & Asthma Care of New York, a medical practice.

Even if itchy eyes or a runny nose isn't a concern, cleaning your mattress twice a year can help extend its life. Follow these steps for a fresh start in the bedroom. Note: The process requires you to leave your mattress undisturbed for 24 hours, so you'll need to find another place to sleep for one night.

STEP 1

Strip the mattress bare and toss all bedding in the wash. (Launder according to the care instructions.) If dust mites are a concern, make sure to wash bedding materials at 130° F or hotter: The water must be at least this temperature to effectively reduce their populations. (You may need to increase the temperature setting on your water heater. Most are set at around 120° F.)

STEP 2

Thoroughly vacuum the entire surface of the mattress with your vacuum's upholstery or crevice attachment. The surface probably won't look dirty, but you can bet that dust, dead skin cells, and mites are there—they're just not visible.

STEP 3

Spot-treat any stains with an enzyme-based upholstery cleaner or pet stain and odor remover. You can also try a simple solution of 1 teaspoon mild dishwashing liquid and 1 cup warm water.

STEP 4

To deodorize the mattress, cover the surface with a layer of baking soda. For best results, leave it undisturbed for 24 hours, then vacuum it away.

PHOTOGRAPH BY CRAIG CUTLER

TIP

In between cleanings, use a fitted mattress pad placed underneath the bottom sheet to absorb moisture and reduce the chances of staining. (Be sure to launder it occasionally.) If you're worried about dust-mite allergies, you can use a dustproof or allergen-impermeable cover to protect against these creepy-crawlies.

6 Picks for Sweet Dreams

Confused about where to begin your mattress search? CR's experts share highlights of a half-dozen high-scoring mattresses that will satisfy a wide array of sleep preferences and budgets. Prices listed are for queen-size.

ALL-AROUND FOAM FAVORITE

Casper
The Casper (Foam)
$995

85

Impressive all-around performance earns Casper's namesake mattress the top spot in our foam ratings, and its combination of stellar test results and moderate price make it a CR Best Buy. Its stability is better than average, meaning you won't be rocked and rolled by your bedmate's movements, and it offers ample support for a wide range of body types and sleep styles.

A BARGAIN INNERSPRING BUILT TO LAST

Denver Mattress
Doctor's Choice
(Innerspring) $580

76

The Denver Mattress retains its position as a CR Best Buy. The innerspring earns a Very Good rating for support for side and back sleepers of all sizes. Despite its low price, this model is built to last: It earns an Excellent rating in our durability test, which simulates eight years of use. It's not as stable as some of the competition and is not very firm, with a firmness rating of 3 out of 10 (with 10 being the firmest).

SOFT, SUPPORTIVE, AND GREAT FOR COUPLES

Tuft & Needle
Mint (Foam)
$895

78

On the softer side, with a firmness rating of 4 out of 10, the Tuft & Needle Mint mattress rates a Very Good in support for all body sizes (petite, average, and large/tall), whether you prefer to sleep on your side or on your back. It also earns a rating of Excellent for stabilization, which means it's great for couples because one sleeper's restless movements won't be easily felt by the other sleeper.

FOR THOSE WHO LIKE TO SLEEP TOASTY

Charles P. Rogers
St. Regis Pillowtop
(Innerspring) $1,160

75

If you tend to pile on the blankets, this innerspring is for you: Our tests found that it retains a fair amount of body heat. The St. Regis Pillowtop offers Very Good or Excellent support for petite side sleepers and all back sleepers, though it doesn't perform as well for average or large/tall side sleepers, earning a middling Good rating in those tests.

RIVALS THE BEST—AT LESS THAN HALF THE PRICE

Sleep Innovations
Marley (Foam)
$430

77

This bargain doesn't require much compromise: For less than half the price of the No. 1-rated foam Casper above, this mattress boasts similar scores in our tests for back-sleeper support, durability, and stabilization. It doesn't compare as favorably in support for large/tall side sleepers, though. In that test, the Sleep Innovations Marley earns just a Good rating.

A NATURAL CHOICE FOR BACK SLEEPERS

Sleep on Latex
Pure Green Firm (Foam)
$795

81

A solid performer in our tests, the Pure Green is made of all-natural latex foam. It's extremely durable, maintaining its shape after eight years of simulated use in the testing labs. No matter your build, it offers Excellent support for back sleepers and Very Good support for side sleepers. This mattress is on the firmer side of our ratings, scoring a 7 out of 10 on our firmness scale.

Recommended	Rank	Brand & Model	Overall Score	Price	Test Results: Petite side sleeper	Average side sleeper	Large/tall side sleeper	Petite back sleeper	Average back sleeper	Large/tall back sleeper	Durability	Stabilization	Firmness rating	Specs: Retains warmth	Works with adjustable frame
		INNERSPRING													
✓	1	**Avocado** Green [1][2]	85	$1,400	⌃⌃	⌃⌃	⌃⌃	⌃⌃	⌃⌃	⌃⌃	⌃⌃	–	7		●
✓	2	**Charles P. Rogers** Powercore Estate 5000 [1]	80	$1,500	⌃	⌃	⌃	⌃⌃	⌃⌃	⌃⌃	⌃⌃	⌃	6		
✓	3	**Avocado** Green Mattress Pillowtop [1][2]	79	$1,800	⌃	⌃	⌃	⌃	⌃	–	⌃⌃	–	5	●	●
✓	4	**Sealy Posturepedic** Performance Copper II [4]	78	$1,580	⌃	⌃	⌃	⌃⌃	⌃⌃	⌃	⌃⌃	–	4	●	●
✓	5	**Stearns & Foster** Lux Estate Belleville	78	$3,700	⌃	–	–	⌃⌃	⌃⌃	⌃	⌃⌃	⌃	7		
✓	6	**Stearns & Foster** Lux Estate Middletown [3]	78	$2,300	⌃	⌃	⌃	⌃⌃	⌃	⌃	⌃⌃	⌃	4		●
✓	7	**Sealy Posturepedic** Premium Silver Chill [4]	77	$2,150	⌃	⌃	–	⌃⌃	⌃	⌃	⌃⌃	–	3		●
✓	8	**Voila** Hybrid [1][4]	77	$1,200	⌃	⌃	⌃	⌃	⌃	⌃	⌃⌃	⌃	6		●
✓	9	**WinkBeds** The WinkBed Luxury Firm	77	$1,350	⌃	⌃	⌃	⌃	⌃	–	⌃⌃	⌃	5		●
✓	10	**Serta** iSeries Hybrid 500 14" Cushion Firm [3][4]	76	$1,520	⌃	⌃	⌃	⌃	⌃	–	⌃⌃	⌃	5		
$	11	**Denver Mattress** Doctor's Choice	76	$580	⌃	⌃	⌃	⌃	⌃	⌃	⌃⌃	–	3		●
✓	12	**Beautyrest** Silver Golden Gate Pillowtop [3]	75	$1,130	⌃	⌃	⌃	–	–	–	⌃⌃	⌃	4		●
$	13	**Charles P. Rogers** St. Regis Pillowtop	75	$1,160	⌃	–	–	⌃⌃	⌃	⌃	⌃⌃	⌃	6	●	
✓	14	**Sealy Posturepedic** Performance Lawson Euro Pillowtop [3]	75	$1,570	–	–	–	⌃⌃	⌃	⌃	⌃⌃	⌃	6		
✓	15	**Beautyrest** Silver High Tide Luxury Firm Summit Pillowtop [3]	75	$1,355	–	–	–	⌃	⌃	–	⌃⌃	⌃	2		
✓	16	**Sealy Posturepedic** Essentials Trust II [4]	74	$1,100	⌃	–	–	⌃⌃	⌃	–	⌃⌃	⌃	4		●
$	17	**Classic Brands** Sleep Trends Davy	74	$780	⌃	⌃	–	⌃	⌃	–	⌃⌃	⌃	4		●
✓	18	**Kingsdown** Crown Imperial Empire [3][4]	74	$2,000	⌃	⌃	⌃	⌃	–	–	⌃⌃	⌃	3		
✓	19	**Saatva** Flagship Luxury Firm Eurotop	74	$1,000	–	⌃	⌃	⌃	⌃	–	⌃⌃	–	3		●
✓	20	**Ethan Allen** EA Signature Firm [3]	74	$2,000	⌃	⌃	⌃	⌃	⌃	⌃⌃	⌃	⌃	7		●
✓	21	**Stearns & Foster** Signature Garrick Luxury [3]	73	$2,200	⌃	–	–	⌃⌃	⌃	–	⌃⌃	⌃	4		●
✓	22	**Purple** 3	73	$2,200	⌃	⌃	⌃	⌃	⌃	–	⌃⌃	⌃	3		●
✓	23	**Duxiana** Dux 1001	73	$4,950	⌃	⌃	⌃⌃	⌃	⌃	–	⌃⌃	–	4		
	24	**Tempur-Pedic** Tempur-Flex Supreme Breeze [3]	72	$3,500	⌃	⌃	–	⌃	⌃	–	⌃⌃	⌃	4		●
	25	**SleepFresh** EvoCoil Plush	72	$3,000	⌃	–	–	⌃	⌃	–	⌃⌃	⌃	3		
	26	**Beautyrest** Black Mariela	72	$2,500	–	⌃	⌃	–	–	–	⌃⌃	⌃	2		●
	27	**Tomorrow** SleepSystem [4]	72	$990	–	–	–	⌃	–	–	⌃⌃	–	3		●
	28	**Beautyrest** Silver Hybrid Grand Isle Firm [3]	72	$1,460	⌃	⌃	–	⌃	⌃	–	⌃⌃	–	4		●
	29	**Serta** Hotel Beds Concierge Suite II [3]	71	$1,100	⌃	⌃	⌃	⌃	–	–	⌃⌃	–	3		
	30	**Beautyrest** Silver Navy Pier Pillowtop [3]	71	$700	⌃	⌃	⌃	⌃	–	–	⌃⌃	⌃	3	●	●
	31	**Sapira** by Leesa Luxury [4]	71	$1,595	⌃	⌃	–	⌃	⌃	⌃	⌃⌃	⌃	3		●
	32	**Tempur-Pedic** Tempur-Flex Prima Firm [4]	71	$2,100	⌃	–	–	⌃	⌃	–	⌃⌃	⌃	4		●
	33	**OrganicPedic** by OMI Stella [1]	71	$2,000	–	–	–	⌃⌃	⌃	⌃	⌃⌃	–	4		
	34	**Amore Beds** Hybrid [3][4]	71	$875	⌃	–	–	⌃	⌃	–	⌃⌃	–	6	●	●

[1] Includes a latex-foam layer. [2] Certified organic. [3] Includes a layer of gel-infused foam. [4] Includes a layer of memory foam. [5] Made of foam but not memory foam. [6] Firmness displayed is an average value.

ICONS: ELIAS STEIN

POOR – EXCELLENT | ✓ RECOMMENDED | $ CR BEST BUY

Recommended	Rank	Brand & Model	Overall Score	Price	Test Results									Specs	
					Petite side sleeper	Average side sleeper	Large/tall side sleeper	Petite back sleeper	Average back sleeper	Large/tall back sleeper	Durability	Stabilization	Firmness rating	Retains warmth	Works with adjustable frame
		FOAM													
$	1	**Casper** The Casper [4]	85	$995	⏫	⬆	⬆	⏫	⬆	⬆	⏫	⬆	4		●
✓	2	**Essentia** Stratami [1][2][5]	81	$2,770	⬆	⬆	⬆	⏫	⏫	⬆	⏫	⏫	6		●
✓	3	**Reverie** Dream Supreme II Hybrid Sleep System Firm [2]	81	$3,700	⬆	⬆	⬆	⏫	⬆	⬆	⏫	⬆	4		●
✓	4	**Sleep on Latex** Pure Green Firm [1][2][5]	81	$795	⬆	⬆	⬆	⏫	⏫	⏫	⏫	⬆	7	●	●
✓	5	**BedInABox** Tranquillium [3][4]	79	$1,300	⬆	⬆	❙	⬆	⬆	⬆	⏫	⬆	6		●
✓	6	**Tuft & Needle** Mint [3]	78	$895	⬆	⬆	⬆	⬆	⬆	⬆	⏫	⏫	4		●
$	7	**Novaform** Serafina Pearl (Costco) [3][4]	78	$800	⬆	⬆	❙	⏫	⏫	⏫	⏫	❙	5		
$	8	**Serta** Luxury 12" Gel Memory Foam [4]	78	$500	⬆	⬆	⬆	⏫	⬆	⬆	⏫	⬆	7	●	
$	9	**Lull** The Lull [3][4]	78	$800	⬆	⬆	❙	⏫	⬆	⬆	⏫	⬆	6		●
✓	10	**GhostBed** GhostBed [1][3][4]	77	$895	⬆	⬆	⬆	⏫	⬆	⬆	⏫	⬆	7		●
✓	11	**Dream Bed** Lux LX510 [4]	77	$2,700	⬆	⬆	❙	⏫	⬆	⬆	⏫	⬆	2		●
✓	12	**Sleep Innovations** Marley [3][4]	77	$430	⬆	⬆	❙	⏫	⬆	⬆	⏫	⬆	7	●	
✓	13	**GhostBed** Luxe [4]	77	$1,475	⬆	⬆	❙	⬆	⬆	❙	⏫	⬆	4		●
✓	14	**Nest Bedding** Love & Sleep	76	$750	⬆	❙	❙	⬆	⬆	⬆	⏫	⏫	4	●	●
✓	15	**Purple** The Purple Mattress [5]	76	$1,000	⬆	⬆	❙	⬆	⬆	❙	⏫	⬆	3		●
✓	16	**Sheex** Performance Cooling [4]	75	$1,400	⬆	⬆	❙	⏫	⬆	⬆	⏫	⬆	3	●	●
✓	17	**My Pillow** 10" Mattress [3][4]	74	$900	⬆	❙	❙	⏫	⬆	⬆	⏫	⬆	6	●	
✓	18	**Ashley Sleep** The Perfect 10 [3][4]	74	$700	⬆	⬆	❙	⬆	⬆	⬆	⏫	⬆	4		●
$	19	**Tuft & Needle** T&N Mattress [3][5]	74	$575	⬆	⬆	⬆	⬆	❙	❙	⏫	⬆	5		●
✓	20	**Nectar** The Nectar [4]	73	$795	⬆	⬆	❙	⬆	⬆	❙	⏫	❙	6		●
✓	21	**Tulo** Medium [4]	73	$650	⬆	⬆	❙	⬆	❙	❙	⏫	⬆	3	●	●
✓	22	**Reverie** Dream Supreme II Hybrid Sleep System Medium [2]	73	$3,700	⬆	⬆	⬆	⬆	❙	❙	⏫	⬆	3		●
	23	**Brentwood Home** Sequoia Euro Top [3][4]	72	$1,495	⬆	❙	❙	⬆	⬆	❙	⏫	⬆	5	●	●
	24	**PangeaBed** Copper Mattress [1][3][4]	72	$945	⬆	❙	❙	⬆	❙	❙	⏫	⏫	6	●	●
	25	**Bear** Queen [3]	71	$850	⬆	⬆	❙	⏫	⬆	❙	⏫	⬆	6	●	●
	26	**OrganicPedic** by OMI Flora Nouveau [1][2][5]	71	$4,445	❙	❙	❙	⬆	❙	❙	⏫	⬆	4		●
	27	**Beautyrest** 14" SurfaceCool Gel [3][4]	71	$600	⬆	⬆	⬆	❙	❙	⏬	⏫	⏫	4	●	●
		ADJUSTABLE AIR													
✓	1	**Sleep Number** 360 p6 Smart Bed [4][6]	81	$2,600	⬆	⬆	⬆	⬆	⬆	⬆	⏫	⏫	4		●

All-Access or Digital members can find the latest ratings at **CR.org/mattress**.

HOW WE TEST: We calculate the **Overall Score** primarily by evaluating a mattress's side and back support, durability, and stabilization. For adjustable air mattresses, we use an average of firmness levels. Support for **side sleepers** is the ability to keep a side sleeper's spine relatively horizontal. Support for **back sleepers** is the ability to maintain the natural curve of the back sleeper's spine. In our support tests, we use a woman 4 feet, 11½ inches to 5 feet, 1½ inches tall and 110 to 127.5 pounds for the **Petite sleeper** scores, and a man 6 feet, 2 inches to 6 feet, 4 inches tall and 220 to 242 pounds for the **Large/tall sleeper** scores. The **Average sleeper** is an average of these two sizes. **Durability** gauges a mattress's ability to keep its original shape, height, firmness, and support after a simulated eight to 10 years of use, including our passing a nearly 310-pound roller over each mattress 30,000 times. A high score for **Stabilization** indicates little or no bouncing or vibration transferred for innersprings, and ease of movement and changing positions for foam. We rate **Firmness** on a scale of 1 to 10, with 10 being the firmest. **Price** is approximate retail for a queen-size mattress without a box spring.

INSIDE
CR'S LABS

CR tester Li Wang evaluates the seam strength of a fitted sheet on a tensile-testing machine.

What Our Rigorous Cotton-Sheet Testing Revealed

FOR THE FIRST TIME since 2010, CR has tested bedsheets. We recently put a cross-section of widely available cotton sets—from Amazon, Casper, L.L.Bean, Target, and others—through their paces in our labs. (For details of our testing, see How We Test, on the facing page.) Based on the initial results, here are a few guiding principles to remember when you shop for your next set.

Thread count does not predict performance. We found no correlation between thread count and performance in the sheets we tested.

Sheets can shrink significantly. Cotton sheets we tested shrank up to 6 percent, and some no longer fit on a mattress after many washes. Bamboo viscose sheets we tested (not rated) shrank by more than 15 percent; our testers couldn't force the fitted sheet onto even an 8-inch-high mattress after just a few washes. Synthetic sheets (not rated) had almost no shrinkage.

The feel of cotton remains consistent after numerous washes. We felt sheets before and after washing for our sensory perception test. Of the sheets we tested, our panelists did not notice a significant difference between the sheets when new and after they'd been washed 25 times.

Price doesn't indicate performance. Near the top of our ratings, sheets from L.L.Bean cost $150. Near the bottom, the $140 Casper Cool Supima sheets shrank so much we could no longer fit them on any queen mattress.

HOW TO DECODE LINEN LABELS

Sheet manufacturers use a host of terms to describe products, though their significance is debatable, especially when it comes to cotton. "The type of cotton and the way it's woven is much more important than the thread count," says Kathleen Huddy, chair of the subcommittee on Home Furnishings at ASTM International, a standards-setting organization. Below, we define several of the most common terms you're likely to see when shopping for sheet sets.

Bamboo Viscose
Otherwise known as rayon from bamboo, bamboo viscose is made of chemically processed bamboo pulp that is then spun into a fiber to make fabric.

Egyptian Cotton
A type of cotton, grown primarily in Egypt, that has long fibers (up to 1⅝ inches) and is thought by many to be among the strongest.

Percale
Cotton or other fibers closely woven in a plain-weave, or crisscross, pattern. Describes the weave of most cotton sheets.

Pima
A type of cotton that has a fiber length of up to 1⅜ inches and is said to be characterized by high fiber strength.

Supima Cotton
Brand name of Pima cotton grown in the U.S., trademarked by the Supima Association.

Sateen
A type of weave that gives sheets a glossy appearance.

Thread Count
The number of vertical and horizontal threads that go into each square inch of material.

PHOTOGRAPH BY BRIAN FINKE

Ratings › **We've Got You Covered** We found vast differences in performance among the nine queen-size cotton sheet sets below. Fit is the most important factor: What good is a durable or soft sheet if it can't cover your mattress?

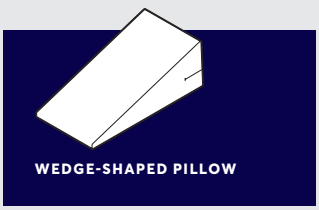
Recommended	Brand & Model	Overall Score	Price	Test Results: Fit	Wrinkling	Strength	Shrinkage	Softness	Fits Mattress Thickness*: 10-inch	14-inch	18-inch	Indicates correct orientation	Notes
	SHEETS												
✓	**Matouk** Sierra	79	$350	⇈	⌄	^	I	Soft	•	•	•		These sheets were the only ones that would fit the deepest mattresses after a year's worth of washing, but they have so much slack that they do not lie taut across the mattress.
$	**L.L.Bean** Pima Percale Sheet Set	74	$150	^	I	⇈	⇈	Soft	•	•		•	These were the most tear-resistant of all sheets tested—they could be pulled uniformly in all directions and across their seams without tearing. They also shrank the least of any sheets we tested.
✓	**Frette** Porto	65	$725	^	⌄	I	^	Softer	•	•			Frette's fitted sheet has elastic only on the four corners (instead of around the entire bottom edge), yet our testers reported that it fit snugly and neatly all the way around.
✓	**Brooklinen** Luxe Core	61	$150	^	I	I	^	Softer	•	•		•	This sheet is the best value of our recommended models that earned a "softer" designation in our sensory tests.
✓	**Boll & Branch** Percale Solid Sheet Set	61	$240	^	I	I	I	Softer	•	•		•	Our testers didn't note any outstanding qualities in these sheets. The manufacturer claims they're made from organic cotton.
	Wamsutta Dream Zone 1000TC	40	$200	⌄	I	^	I	Soft		•		•	These were the heaviest of the cotton sheets tested, most likely because of the claimed 1,000 thread count. They also had the widest elastic band around the fitted sheet. Neither seemed to matter, though, in terms of performance.
	Target Threshold Organic Sheet Set	30	$45	⇊	I	^	I	Softer				•	The idea of organic may appeal, but our testers could not get these sheets to fit on any queen-size mattress after less than a year's worth of washes, giving them a short life span.
	Casper Cool Supima	28	$140	⇊	I	^	I	Softer				•	Casper's fitted sheets have a seam around the top edge of the mattress for a neat fit, but they were the smallest of any set tested and would not fit on a standard mattress after less than a year's worth of washes.
	Pinzon by Amazon Pinzon 400 TC Egyptian Cotton Sateen	25	$50	⇊	⌄	I	^	Soft					Though this set didn't shrink much, the fitted sheet had so little slack that it could no longer be stretched over the mattress after less than a year's worth of washes.

HOW WE TEST: We calculate the **Overall Score** by evaluating sheet sets for fit, shrinkage, strength, and wrinkling. **Fit** denotes how well a fitted sheet can cover a mattress after a maximum of 25 wash-dry cycles without popping off from under the mattress or at the corners. A Poor rating in our **Fit** test means the sheet could not reach all four corners of the mattress. **Shrinkage** is scored by measuring a section of each sheet before and after 10 washes. **Strength** is a combination of how well the fibers in the sheet stand up to tearing and the strength of the seam, and is evaluated by clamping the sheet or the seam between two jaws and pulling with increasing force until the sample tears. **Wrinkling** is a comparison of dried sheets against wrinkle references from the American Association of Textile Chemists and Colorists. To assess **Softness,** a panel of 11 staffers compared sheets with three reference softness cloths and placed each sheet into one of three categories (soft, softer, and softest). **Price** is for a queen-size sheet set that has one fitted sheet, one flat sheet, and two pillowcases.

*Indicates fit on mattress after 25 wash-dry cycles.

Do These Pillows Keep Their Promises?

Can a pillow reduce pain and improve sleep? Medical experts weigh in on the claims of several types of specialty pillows on the market today.

TYPE	PROMISE	EXPERTS' OPINION
BUCKWHEAT-FILLED PILLOW	Filled with buckwheat hulls, these are meant to keep sleepers cool and offer support by conforming to the shape of the head and neck.	Some individuals may find these pillows comfortable, says Joel Press, M.D., the physiatrist-in-chief at the Hospital for Special Surgery in New York City. Others could find them to be noisy or too stiff. Though rare in the U.S., there have been reports of allergies triggered by buckwheat.
 WEDGE-SHAPED PILLOW	Shaped like a doorstop, these prop up your torso on an incline, using gravity to, theoretically, help with heartburn and sinus pressure.	They might be worth a try, says Jennifer Hsia, M.D., an assistant professor in the department of otolaryngology, head and neck surgery at the University of Minnesota Medical School. It can be easier for stomach acid to travel up to the throat when we are horizontal vs. when we are more upright, Hsia says. She also says a wedge-shaped pillow may help to reduce "some of the swelling that can occur in our nasal passages just from lying down."
ANTI-SNORE PILLOW	These pillows are designed to encourage people to sleep on their sides, which can potentially reduce snoring.	Trying one may be a reasonable place to start: They may help address mild snoring problems in people who snore only when lying on their backs, Hsia explains. (They will not be effective for those who also snore on their sides.) If snoring persists, speak to your healthcare provider: It may be a symptom of sleep apnea, which requires more serious interventions.
L-SHAPED PILLOW	Large pillows designed to be both hugged and placed between the knees, these are supposed to help side sleepers snooze comfortably, reducing stress on the hips and lower back.	Placing a pillow between the knees is common advice for relieving low-back pain, says Sue Gordon, Ph.D., chair of restorative care in aging at the College of Nursing and Health Sciences at Flinders University in Adelaide, South Australia. The shape and surface area might make it easier to find a position that relieves soreness for side sleepers, says Jeffrey Goldstein, M.D., a clinical professor in the department of orthopedic surgery and chief of spine service at NYU Langone Health.
WATER-FILLED PILLOW	By using more or less water in a bag inserted into this pillow's core, you can customize the firmness and height to your liking.	The adjustability "does allow you to dial in your comfort," Goldstein says. "You can customize it to fit your needs."
CERVICAL PILLOW	Cervical pillows have a dip in the middle intended to keep your neck supported and properly centered.	Cervical pillows can help maintain your spine's proper alignment while you sleep, Press says. At least one manufacturer of a certain type of cervical pillow claims it can provide traction, but true therapeutic traction—which gently stretches the neck to relieve pain—can require specialized devices.

ILLUSTRATIONS: CHRIS PHILPOT

Sick and Tired . . .

. . . of not being able to sleep soundly? Many Americans are using supplements, alcohol, and medications that not only don't work well but also may be making them ill. Learn what's safe and effective.

by Teresa Carr

THE EXPLOSION of the Challenger space shuttle. The Exxon Valdez oil spill. A warship collision in 2017 that claimed the lives of seven sailors. Implicated in all these incidents? A lack of sleep.

Fatigue wreaks more havoc in our lives than we realize, says Daniel Buysse, M.D., UPMC professor of sleep medicine and psychiatry at the University of Pittsburgh School of Medicine.

Research suggests, for example, that if you have trouble sleeping, you're 60 percent more likely to be injured on the job than colleagues who sleep well.

And have you ever found your eyelids getting heavy while driving? Drowsy drivers cause about 10 percent of car wrecks, according to a 2018 report from the American Automobile Association Foundation for Traffic Safety.

"We ignore our biological clocks at our peril," Buysse says.

Sleeplessness has become an American epidemic. Eighty percent of U.S. adults say that they have trouble sleeping at least one night a week, according to a new nationally representative Consumer Reports survey of 1,767 people. Four out of 10 toss and turn most nights.

Our survey found that sleeplessness affects people of all ages. The top complaint among millennials is falling asleep, while baby boomers are vexed more by waking during the night.

Women are slightly more likely to have received a diagnosis of insomnia, meaning they can't sleep despite ample time in bed. Men are more likely to receive a diagnosis of sleep apnea, a condition in which breathing stops briefly, repeatedly waking the sleeper.

Regardless of age or gender, sleeplessness takes a toll. Thirty percent of U.S. adults—an estimated 83 million people—told us that poor sleep negatively affects their quality of life.

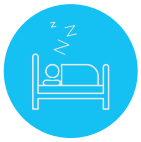
"How long we sleep affects our

PROP STYLIST: JESSICA ARMSTRONG

AMONG ALL U.S ADULTS:

80%

SAY THEY HAVE TROUBLE SLEEPING AT LEAST ONCE A WEEK.*



30%

SAY POOR SLEEP NEGATIVELY AFFECTS THEIR QUALITY OF LIFE.*

hormones that regulate appetite, immune function, and the neural circuits in the brain that govern our ability to think and how we feel," Buysse says. It increases the risk of diabetes, high blood pressure, obesity, and heart disease.

"How you sleep affects literally everything," Buysse says.

Hidden but Common Causes

Our lack of sleep stems mainly from societal, not physical, problems, says Michael Sateia, M.D., professor emeritus of psychiatry at the Geisel School of Medicine at Dartmouth. "With the increasing demands of our occupations and family life and the incessant bombardment of media, we aren't giving ourselves the opportunity for adequate sleep."

If you toss and turn despite consistently allowing 7 or 8 hours in bed or if you feel tired during the day, consult a doctor. Common conditions such as anxiety, depression, an enlarged prostate, heartburn, and pain can keep you up. Or you may need to adjust the type, timing, or dosage of a medication you take. Steroids, blood pressure drugs, and allergy and cold medications, for example, can act as stimulants and interfere with sleep.

If you share a bedroom, your partner can provide clues. Snoring and gasping for breath can indicate sleep apnea; excessive movement, restless legs syndrome. To investigate, your doctor may suggest an overnight test or refer you to a sleep specialist.

A Little-Known Talk Therapy

If those steps don't help, the American Academy of Sleep Medicine (AASM) recommends cognitive behavioral therapy for insomnia (CBT-I)—a form of counseling that identifies and replaces thoughts and behaviors that contribute to poor sleep—as a first-line treatment.

"CBT-I is at least as effective as medications, the benefits are long-lasting, and it's manifestly safer than any pill," Sateia says. But few people have heard of it. "And even if they are aware of CBT-I, it can be hard to find a trained therapist," he says. For advice, see "Finding a Sleep Therapist," on the facing page.

The Problem With Pills

Sleeplessness is complicated, but many people crave a simple chemical solution. Nearly one-third of people who complained of sleep problems at least once a week said they had used an over-the-counter or prescription sleep drug in the past year.

But many of these people don't get the rest they seek: About one-third reported very good or excellent sleep. And they often don't wake refreshed: Nearly 60 percent of people taking sleep drugs reported feeling drowsy, confused, or forgetful the next day.

The evidence is strongest for prescription drugs, says Buysse, who along with Sateia and other researchers reviewed 129 studies of sleep drugs for the most recent treatment guidelines from the AASM. But the benefits are modest, increasing sleep time by about 20 to 30 minutes.

Most surprising: There's little research into the effectiveness of some of the sleep aids Americans turn to most often, including the antidepressant trazodone (sold only as a generic) and over-the-counter products, so it's hard to know whether they help. OTC drugs contain older antihistamines, such as diphenhydramine in Advil PM and doxylamine in Unisom Sleep Tabs, which can cause drowsiness as a side effect.

More Risk Than Reward

All sleep medications, including OTC versions, have side effects. Most commonly, that means making you feel drowsy, dizzy, less mentally sharp, or more physically unsteady the next day.

People have also reported experiencing hallucinations, having memory lapses, and performing activities such as driving or eating while asleep.

With most sleep drugs, long-term use can lead to dependence, and abruptly stopping the drugs can lead to a rebound effect, where insomnia gets worse. Taking too much, combining different types of sleep aids, or using them with other drugs or alcohol magnifies the risks.

Our survey also found that more than 1 out of 10 Americans who used prescription drugs for sleep took an opioid for that purpose. That's particularly dangerous not just because opioids are addictive but also because they can slow your breathing and make it more shallow. So when combined with alcohol or other sedatives, which have the same effect, "you could stop breathing altogether," Buysse says.

The survey also shows that people often ignore warnings not to take any sleep aids unless they can spend at least 7 hours in bed. "After 4 or 5 hours, you can still have the drug circulating in your blood, so you will be less alert at precisely the time you need to be doing things that require your concentration," Buysse says.

The Science of Supplements

In CR's survey, nearly 1 out of 5 people said that they took supplements to help them sleep. These included valerian, chamomile, and, especially, melatonin, a hormone that your brain secretes at

***Source:** Nationally representative 2018 Consumer Reports survey of 1,767 U.S. adults.

AMONG U.S. ADULTS WHO USED SLEEP DRUGS:

38%

REPORTED SOME KIND OF MISUSE AT LEAST ONCE IN THE PAST YEAR.*

50%

TOOK A SLEEPING DRUG WITHOUT ALLOWING FOR AT LEAST 7 HOURS OF SLEEP AT LEAST ONCE IN THE PAST YEAR.*

night to signal to your body that it's time to wind down.

While people in our survey reported fewer problems with sleep supplements than with drugs, these products still caused side effects: About a quarter of respondents said they were drowsy the next day, and 12 percent said they felt confused, distracted, or forgetful.

People taking supplements were also far less likely to say the products helped a lot than were those taking OTC or prescription drugs.

Still, melatonin may have limited but important uses, says Alcibiades Rodriguez, M.D., the medical director of the Comprehensive Epilepsy Center–Sleep Center at New York University, especially for people older than 70, who tend to make less melatonin. It may also help people who need to fall asleep at a time that's not in sync with their internal clock–shift workers, for example, or those suffering from jet lag.

There's less evidence for other supplements or herbal sleep aids. A 2015 review of 14 studies found that people with insomnia who took the herbs valerian, chamomile, kava, and wuling didn't sleep significantly longer or better than those who took a placebo.

Another sleep aid growing in popularity: CBD (cannabidiol), a compound extracted from cannabis plants, including marijuana and hemp. (CBD does not get you high.) In a separate nationally representative 2018 CR survey, of more than 2,000 people, 10 percent of people who had tried CBD said they used it to improve sleep, and a majority of these people said it helped.

Limited research in humans suggests that CBD may ease anxiety, and improve sleep in people with chronic pain. But there is still no clear medical evidence that CBD helps with insomnia.

Why a Nightcap Is a No-No

About as many Americans drink alcohol to help them sleep as take supplements, according to CR's survey. Alcohol does make some people feel sleepy, "but it disrupts sleep later on," says Jennifer Martin, Ph.D., associate professor of medicine at UCLA.

For example, alcohol can interfere with chemicals in your brain that govern waking and sleeping, could worsen apnea and snoring, or may make you need to get up to go to the bathroom.

And consistently getting disrupted sleep can worsen a sleep disorder. In some cases, this sets up a destructive loop, in which people drink more to try to sleep through the night, not realizing that worsens the problem.

A Safer Path to Sleep

If you have an ongoing problem with sleep, make sure you're not sabotaging your shut-eye by, for example, drinking caffeine late in the day, exposing yourself to bright lights near bedtime, or taking a smartphone to bed.

If you can't solve the problem on your own, talk to your doctor before dosing yourself with OTC sleep aids. In general, drugs should be reserved for short-term insomnia, such as that caused by jet lag or anxiety after a stressful event.

For sleeplessness lasting more than a few weeks, look for a physician certified in sleep medicine or ask your doctor about CBT-I (see below). Some people with severe sleep problems may benefit from taking a prescription sleep aid along with CBT-I, tapering off as the therapy takes effect.

But long-term use is typically not recommended. The drugs may become less effective over time, and in some cases people become hooked and can't stop. "Very few people need sleep drugs long-term," Sateia says. "And in those cases patients should be monitored carefully to make sure that the drugs are still effective and that they are not developing a dependency.

For more on sleep drugs, go to **CR.org/sleepdrugs0319**.

Finding a Sleep Therapist

Cognitive behavior therapy for insomnia typically involves four to six sessions with a therapist, who will coach you on strategies to improve sleep.

Unlike drugs, "the benefits of CBT-I last after therapy ends," says Jennifer Martin, Ph.D., a sleep psychologist at UCLA. It's best to work with a therapist certified in behavioral sleep medicine. Go to absm.org/bsmspecialists.aspx to find certified clinicians.

Internet-based programs might also help some people. One is Sleepio, in which a virtual sleep expert guides you through eight to 10 weekly sessions tailored to you.

Sleepio is available in the U.S. only through certain insurers and employers, and as part of research trials. If you're interested in enrolling, go to sleepio.com.

A similar program, SHUTi (myshuti.com), is also looking for research volunteers. Martin also suggests trying a free app called CBT-i Coach.

THE DATA BREACH NEXT DOOR

Data breaches at huge companies like Equifax, Facebook, and Marriott's Starwood hotels get all the attention. But a CR investigation shows that incidents at small businesses should worry consumers just as much. Here's how to protect yourself. **BY ALLEN ST. JOHN**

"CHOCOLATE CAN MELT," says Allyson Myers, head of sales for Lake Champlain Chocolates in Burlington, Vt., with a laugh. "Normally, that's what passes for an emergency here."

But in September 2017, the family-owned confectioner found itself immersed in a different kind of crisis. The company suffered a data breach in which hackers stole names, addresses, email addresses, and credit card information for some of its customers.

Data breaches were in the news that month. Just days earlier, Equifax, one of the world's biggest data brokers, had suffered a major loss of data.

The Equifax breach exposed the data of 148 million users. Lake Champlain Chocolates' breach? Just 90.

But for the individuals whose information was compromised, the consequences weren't so different.

Once their personal data is stolen, consumers are more vulnerable to crimes such as identity theft and spear-phishing emails that can trick even cautious people into revealing credit card and Social Security numbers, along with log-in credentials for social media or bank accounts.

Lake Champlain Chocolates moved quickly to address the incident. "It was very isolated, but we needed to take it seriously," Myers says. The company patched the software vulnerability that made the breach possible. Then Lake Champlain Chocolates mailed a letter to each of its affected customers offering help from an outside security consultant in reviewing their credit files.

The company also reported the incident to Vermont's attorney general, along with the attorneys general of Maryland and New Hampshire. Those states require notification if it's likely that any resident's information has been misused. "We hope to make this right," read the letter by Andrew Manitsky, the company's attorney.

However, that kind of swift action in contacting both consumers and law enforcement is unusual, security experts say.

"There's almost zero incentive to report this stuff," says Casey Oppenheim, CEO of Disconnect, a cybersecurity firm that often partners with Consumer Reports on projects that test security and privacy. "So most small companies don't."

Breaches Behind Closed Doors

Huge data breaches, like the ones at Equifax in 2017 and Marriott's Starwood hotels in 2018, can each affect hundreds of millions of people. But added together, small incidents might pose an equally big problem for consumers.

Privacy Rights Clearinghouse, an advocacy group, maintains a database of breaches going back to 2005 that lists 8,980 incidents. Of that total, 8,448–or 94 percent–affected fewer than 100,000 consumers.

Yet in total, nearly 50 million consumers were caught up in these smaller incidents. They include everything from hacks (such as the Lake Champlain Chocolates event) to "unintended disclosures," in which potentially sensitive information was accidentally posted publicly, mishandled, or sent to the wrong party. Unintended disclosures account for roughly 20 percent of all the breaches in the PRC database.

(This past fall, Consumer Reports notified 251 people in our 36 million member records that their payment card number may have been inadvertently printed in the name or address line of their mailing label due to a technical error. When we discovered the error, we immediately worked to investigate how it occurred, assess and correct the cause, and put measures in place to help make sure it doesn't happen again.

ILLUSTRATION BY SHOUT

Consumer Reports believes that high standards for data privacy and security are critical, and we apply those same standards to ourselves.)

PRC's information is drawn from government agencies and news reports, and the group says that many unintended disclosures and small data breaches remain hidden. "We don't really know how many small data breaches there have been," says Emory Roane, PRC's policy counsel, "but the number of victims is much, much higher than 50 million."

Statistics don't matter much if your personal data has fallen into the hands of cybercriminals.

"We talk to victims, and in their experience the size of the data breach is completely irrelevant," says Eva Velasquez, president and CEO of the Identity Theft Resource Center, a nonprofit that helps data breach victims. "They're in the same boat whether they're 1 in 1 million or 1 in 10 thousand or only 1 in 10."

One thing that does matter is hearing about a data breach quickly. That alerts consumers to keep a tight watch on credit card bills and suspicious emails. It can prompt them to change passwords and freeze credit reports. And notifying officials can help them catch cybercriminals and warn other businesses of emerging dangers.

"If consumers don't know about a breach because it wasn't reported, they can't take action to protect themselves," Oppenheim says.

Why Small Businesses Get Hit

"Small businesses are low-hanging fruit for hackers," says Candid Wueest, a threat researcher at the security-response firm Symantec.

A local retailer may hold the same kind of valuable consumer data as a Fortune 500 company—and face the same hackers armed with the same software tools. Cyberattacks are often automated, hitting many servers at once, and so hundreds of small businesses may get caught up for every one major company that's affected.

And these businesses have fewer defenses. "It's an unfair fight," Wueest says. "Small companies don't have a dedicated chief information security officer to combat hacking, just an average Joe who looks after the printer."

A small business breach can often be traced to simple stuff. For instance, Lake Champlain Chocolates failed to install a software update on the day it was released.

But hackers can also apply a human touch through social engineering. If an employee responds to a phishing email—an urgent request that seems to come from the CEO, or a file that appears to be a sales report—the entire business can be compromised.

A Failure to Report

Steve Stasiukonis can hear the panic in their voices. The calls come to the infosecurity consultant a few times a week, when business owners discover—often from their customers—that they've been hacked.

The panic usually subsides, Stasiukonis says. But tensions can rise again when it's time for what he calls the "uncomfortable conversation."

Stasiukonis was recently contacted by a church that had fallen victim to an attack that compromised congregant data. He urged the pastor to reach out to the congregation and law enforcement officials.

> "It's an unfair fight. Small companies don't have a dedicated chief information security officer to combat hacking, just an average Joe who looks after the printer."
>
> –CANDID WUEEST, threat researcher, Symantec

But the pastor pushed back. "Our parishioners give us money, so it's not like they're buying something from me," he argued. After that, the church cut off contact with Stasiukonis, and as far as he knows, kept the breach quiet. The experience wasn't unusual, he says.

The up-front costs of responding to a data breach can run into the hundreds of thousands of dollars once you factor in lawyers and services such as credit monitoring for consumers. Meanwhile, sales can slow down or grind to a halt while the company struggles to get the situation under control.

But the biggest problem comes later. "Not bringing in new clients because your reputation is tainted, that's what leads to companies going out of business," says Nikolai Vargas, chief technology officer for Switchfast, an IT service provider in Chicago that works with small businesses.

According to a 2017 study by the Better Business Bureau, a data breach could render more than half of all small businesses insolvent within a month. That rarely seems to happen with large companies: Equifax, Home Depot, and Target took publicity hits after their data breaches but then recovered.

Small Data Breach Solutions

What can be done about the epidemic of small data breaches? Experts say you can protect yourself by limiting the amount of data you provide and taking steps such as freezing your credit and maintaining strong, unique passwords for each online account. Act as though you've been involved in a data breach even if you haven't been notified of one. (For tips, see "7 Steps to More Data Security," on the facing page.)

Nationally, consumer advocates and security experts are calling for legal reforms. "Security laws in this country are relatively weak and provide

7 STEPS TO MORE DATA SECURITY

1

Just Say No

"Be stingy with personal information," advises Justin Brookman, Consumer Reports' director of consumer privacy and technology policy. The less data you give out, the less there is to be stolen. Consumers aren't obliged to comply with every request for personal data.

2

Guard Mom's Maiden Name

Since crooks can search online for details such as your mother's maiden name or where you attended elementary school, use memorable but fictitious details for online security questions.

3

Be Unique

Using strong passwords is a must, but it's just as critical to use different ones for each site. You don't want cybercriminals to luck into your banking password if they happen to hack into your favorite site for cute socks.

4

Write It Down

In a perfect world, you'd commit your hard-to-hack, 11-character alphanumeric passwords to memory. It's not a perfect world. "If you don't have nosy roommates, just write down your passwords" in a secure spot, Brookman says. (Experts also recommend digital password managers.)

5

Use a Burner Email

Create a separate email address for one-time purchases and for logging in to the occasional ukulele chat group. That will limit the risk to the email address you use for more sensitive activities.

6

Freeze Credit Reports

You can do this free at all of the major credit reporting bureaus, which should make it tough for criminals to get a credit card or mortgage in your name. You can temporarily unfreeze the reports if you need to take out a loan yourself.

7

Monitor Accounts

Look for suspicious activity on financial accounts, and contact institutions immediately with any questions. The Identity Theft Resource Center has detailed advice for consumers facing data breaches and identity theft.

insufficient incentives for companies to take data security–and data breach notification–seriously," says Justin Brookman, director of consumer privacy and technology policy for Consumer Reports.

All 50 states have data breach laws, a number of them passed within the past year. However, Brookman says, the provisions vary widely and enforcement is uneven.

One guidepost for new and more effective privacy laws could be the Health Insurance Portability and Accountability Act, or HIPAA, which requires medical facilities to safeguard patient confidentiality and promptly report any data breach. HIPAA has its shortcomings, but experts agree that doctors and hospitals take the data protection provisions seriously. HIPAA violations can result in large fines or the blocking of Medicare reimbursements. The most serious violations can land individuals in prison.

That could be why medical data breaches account for 46 percent of the small incidents captured by the Privacy Rights Clearinghouse database.

Even small healthcare incidents get reported. One record shows that on Nov. 30, 2017, a laptop bag containing a backup hard drive was stolen from a dentist's office in Albuquerque, N.M. Much of the data was encrypted, and the risk of the thief accessing it was very small. Nevertheless, the office followed HIPAA requirements by informing both patients and the authorities.

Small businesses aren't all waiting for stricter laws to tighten their digital security. Lake Champlain Chocolates has come to realize that it's not just in the truffle business. It's in the data business, too.

"We started out as a mom-and-pop making candy, but being in business today requires a different level of sophistication," Myers says. "Consumer privacy and data security–we have to take them as seriously as the chocolate that we love."

NUMBERS: ELIAS STEIN

PHOTOGRAPH BY GREGORY REID

GET MORE FROM YOUR DRUGSTORE

Our advice will help you get the lowest prices on your meds and the best service from your pharmacist. Plus, our pharmacy ratings can help you find the right choice for your needs. **BY LISA L. GILL**

Love Oak Pharmacy in Eastland, Texas, puts together individualized daily pill packs for customers with multiple prescriptions in order to reduce the risk that they will mix up drugs or skip doses. Asti's South Hills Pharmacy in Pittsburgh offers free home delivery, sometimes on the same day. And pharmacists at Hayat Pharmacy in Milwaukee speak a total of 19 languages, helping them to serve a diverse community.

Personalized care like that seems to be what people value in a drugstore—and where independent pharmacies often seem to excel. That's according to Consumer Reports' new pharmacy ratings based on survey responses from more than 78,000 CR members.

Mom-and-pop stores earned high marks on such measures as courtesy, helpfulness, and speed of checkout and filling prescriptions, as well as pharmacists' knowledge and accuracy.

"People want to be treated as individuals," says Chris Antypas, Pharm.D., co-owner of Asti's pharmacy. "Independent pharmacists can do this because we are focused on the patient relationship."

Daniel Holt, 53, a CR member who says he's loyal to Suba Pharmacy in New York City, calls it a neighborhood gem. "I'd rather give my money to small, local businesses owned by members of my community," he says.

But powerful forces are threatening the more than 23,500 independent pharmacies across the U.S. Mega-mergers among national corporations could disrupt the $453 billion retail pharmacy industry.

In June 2018, Amazon announced it would enter the prescription drug business with its purchase of the online pharmacy PillPack for $753 million. And CVS Health, one of the largest pharmacy chains in the U.S., purchased one of the country's biggest health insurers, Aetna. A merger between another major insurer, Cigna, and one of the largest prescription "middleman" companies in the U.S., Express Scripts, could further change how drugs are bought and sold here.

Still, "independent pharmacies historically have been really good at adapting when faced with competition," says Hashim Zaibak, Pharm.D., an owner of Hayat Pharmacy. Being small means they can make decisions and changes quickly based on what customers need, Zaibak says.

Mike Swanoski, Pharm.D., an associate professor of pharmacy practice at the University of Minnesota, agrees. "The owners live in these communities," he says, "and decisions about how to best serve their communities may be made due to a deeper understanding of the needs of their patients."

While independents land at the top of our ratings because of their customer service and speediness at filling prescriptions, that's not all you should consider when choosing a pharmacy. Other factors include cost, convenience, and the services offered. Below, our tips on how to find the best pharmacy for your needs, and how to get the most out of any pharmacy you go to.

Find a 'Preferred' Pharmacy

If you have insurance, your copay might be the same no matter which pharmacy you choose. But that's not always the case. Many insurers negotiate special deals with drugstores, offering lower out-of-pocket costs when you fill prescriptions at a "preferred" pharmacy.

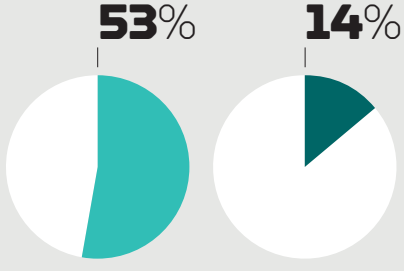
Almost all Medicare Part D plans, and most of those offered by employers, now include preferred pharmacies, hoping consumers use them to save on out-of-pocket costs, says Stephen Buck, a former executive of the drug wholesaler McKesson and a founder of GoodRx, a website where consumers can download coupons to use in local pharmacies.

When people don't use one of those pharmacies, they pay an average of 36 percent more for their meds, according to a 2017

INDEPENDENTS VS. CHAIN PHARMACIES

Consumer Reports survey of 78,000 members.

The pharmacist knows me by name:



survey from the Pharmacy Benefit Management Institute.

For people with Medicare Part D, it could get tougher to find a preferred pharmacy, especially among independents. Last year about 4,000 of them declined to join preferred pharmacy networks for Medicare Part D drug plans, says Adam Fein, CEO of the Drug Channels Institute, a market research and consulting firm.

CR'S TIP: When choosing a drugstore, ask the pharmacist, your insurer, or your employer's human resource department whether the one you're considering is on your plan's list of preferred pharmacies. If not, ask how much more you would pay at a different store.

Ask for the Best Price

Even at preferred pharmacies, how much you pay for your meds can depend on other factors, notably whether pharmacists there are willing to work with you to find discounts and other ways to save on drugs.

While that can happen in any pharmacy, it's more likely at independents. Twenty-one percent of people in our survey said pharmacists at those stores were able to suggest a less expensive medication compared with 9 percent who said pharmacists in chain stores were able to.

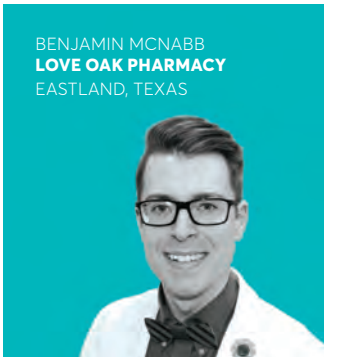
That was the experience of Hanan, a recent immigrant from Jordan, when she tried to fill a prescription for her husband's diabetes drug at Hayat Pharmacy in Milwaukee. Shocked that even with insurance she had to pay $136 out of pocket, Hanan–who preferred not to give her last name for this article–asked why they were so expensive. Bushra Zaibak, a co-owner at Hayat, offered to go online and found a discount that lowered the price to $5.

"Medications are so expensive in this country," Hanan says. "I am just grateful that Hayat Pharmacy helped us so much. No one else at the other pharmacies offered."

CR'S TIPS: CR's shoppers have found that asking "Is this your lowest price?" at a pharmacy can save them cash even with insurance. Pharmacists used to be bound by gag clauses that prevented them from bringing up other options unless you asked.

While that restriction no longer exists thanks to legislation–long supported by CR–that was passed in 2018 by Congress, it's a good idea for you to take the initiative. The question may prompt pharmacists to consider discount programs their drugstores offer or look into discounts offered through websites such as GoodRx and Blink Health. Or it might encourage them to look for a generic or similar drug that works just as well but costs less.

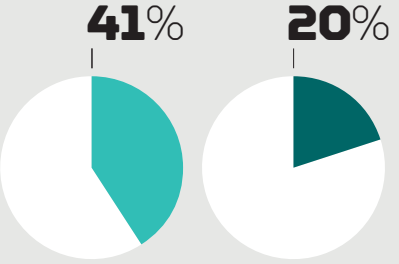
If you don't have insurance or if you don't want to pay out of pocket for other reasons, note that CR's shoppers have found that prices at stores like Costco and Sam's Club can be lower than those at big pharmacy



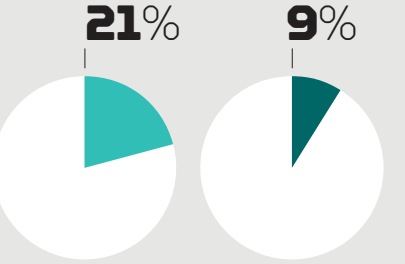
"My first job was as a delivery driver for the same pharmacy I later purchased. This pharmacy has been owned by hometown people for a very long time."

PREVIOUS SPREAD, PROP STYLING: LINDEN ELSTRAN

The pharmacist went out of the way to fill my prescription quickly:



The pharmacist suggested a less expensive drug:



Source: Winter 2018 Consumer Reports Survey of 78,222 members reporting on 111,089 prescription drug retailer experiences.

chains. Or try the online pharmacy HealthWarehouse.com, which also has low prices.

Decide What Services Matter

The range of services offered by pharmacies, including chains and independents, is growing fast. Many now offer flu and other vaccinations, including travel vaccines. Some help manage "specialty" drugs, complicated medications that require injections or infusions. Or pharmacies can monitor blood pressure or blood sugar levels.

"Patients spend a lot more time in their local pharmacy than in the doctor's office, so I see it as a great opportunity to get their blood pressure checked," says Michael Hochman, M.D., director of the Gehr Center for Health Systems Science at the Keck School of Medicine of USC in Los Angeles.

Some chains are adding walk-in health clinics to their stores, where you can get basic care even on weekends and at night without an appointment. The number of those clinics at chains such as CVS and Walgreens grew by 47 percent between 2014 and 2017. And CVS says that with its merger with Aetna, it plans to open even more of them.

Many chain and big-box stores have smartphone apps or websites that allow you to manage your prescription refills and schedule flu shots or other immunizations. Rite Aid, Walgreens, and Walmart even offer low-cost prescription meds for pets.

Independent pharmacies sometimes offer more niche services. For example, last year when Linda and Earl Bullock of Eastland, Texas, needed help choosing a Medicare Part D plan, they enlisted the help of Benjamin McNabb, Pharm.D., at Love Oak Pharmacy. Ben, as Linda Bullock calls him, had their drug histories, so he was able to help them choose a plan that covered all of their drugs and was affordable, too.

"Independent pharmacies can adapt to serve diverse communities. For example, we have staff who, together, can speak 19 different languages."

"Medication is no help if you don't get to take it. So if you can't get out of your house, we bring it to you. My delivery drivers know you. They know your family."

Love Oak Pharmacy can also help homebound patients manage complex drug regimens. "We have trained personnel who can go into the home and assist that patient directly, especially for those who take multiple medications and who have other health problems," McNabb says.

CR'S TIPS: "Talk with your pharmacist and find out what they offer in services," Linda Bullock says. "You might be surprised at all that's on offer." Then decide which of those services matter most to you and consider that information when selecting a pharmacy.

Experts say it's generally okay to use a pharmacy for your vaccines or go to a retail clinic for basic health problems like a rash or sprain, but it's still important to have a primary care physician and to keep him or her in the loop. For example, share the results of your blood pressure tests with your physician, and let him or her know you got a flu shot so that the information is noted in your medical record.

Consider Convenience

Independents, for all their benefits, may be less likely to be open for as many days or hours as big chains like CVS, Rite Aid, and Walgreens. Those chains have stores that offer 24-hour, 7-day-a-week service, as well as convenient locations and even drive-thru windows. And chains, along with pharmacies located in grocery stores and club stores like Costco and Sam's Club, sell a wide range of other products, so you can pick up your prescriptions at the same time you do other shopping.

Mail order is an option if you want to skip stores altogether. You can often arrange for deliveries through your insurer, an online drugstore like HealthWarehouse.com, or a walk-in store with a mail-order program, such as Costco.

CR'S TIPS: Convenience does matter,

and the easier it is for you to fill your prescriptions, the more likely you might be to take the drugs you need. But don't choose a pharmacy just because of its hours, especially if you have a complicated drug regimen that could benefit from the close attention of a pharmacist.

Stick With One Store

Once you settle on a pharmacy, stick with it, says Barbara Young, Pharm.D., of the American Society of Health System Pharmacists. That ensures that all of your medications–and those of your family–will be saved in a single computer system. Pharmacists can easily check for possible interactions with any new medications you start or flag other safety concerns.

At least once a year, sit with your pharmacist for a complete medication review, a 15-minute checkup of everything you take, including vitamins, herbals, and over-the-counter drugs, along with any prescription medications. That can help you eliminate duplicate or unnecessary drugs, says Chris Antypas of Asti's South Hills Pharmacy.

CR'S TIP: By having all of your prescriptions filled at a single place, the pharmacist might be able to "sync" them so that they're refilled at the same time.

How to Switch Pharmacies

If you decide to switch pharmacies for any reason, follows these steps:

- **Get your prescriptions moved.** Have your new pharmacist ask your old one to transfer them. For some meds, your doctor might need to issue a new prescription.
- **Provide key medical info.** Give the new pharmacy your insurance information, your medical history, a list of any medication allergies you have, and a list of the prescription and OTC drugs and supplements you take.
- **Let your doctors know.** Call their offices to provide them with updated pharmacy information.

HOW TO SAFEGUARD YOUR PRESCRIPTION INFORMATION

It's particularly valuable—and vulnerable—information, so it's essential to keep it out of the hands of hackers.

Medical information, including your prescription details, is covered under the HIPAA privacy rule that protects patients. The law, which was passed in 1996, provides a standard for how data is collected, stored, and shared with medical professionals and family members. Still, there are ways for employers and others to get that information. Here's how to protect yourself:

1. Get a free copy of your prescription history. Employers aren't allowed to ask healthcare providers directly for information about your health without your permission. But they—as well as companies selling life, disability, or long-term-care insurance—can contract with third-party providers that collect that information. You should periodically check the information in those reports by calling the companies directly: Exam One (844-225-8047), Milliman IntelliScript (877-211-4816), and the Medical Information Bureau (866-692-6901).

2. Don't put your Social Security number on any medical form. Healthcare offices may ask for your number, but you often don't have to give it, says Michelle De Mooy, a consultant and privacy and data ethics expert.

3. Be careful with drug discount programs. You may be able to safeguard your data in these programs, offered by many large drugstores, by limiting the information you share. For example, Rite Aid says that you don't have to disclose your medical history to join its program.

4. Remove labels on prescription bottles before you throw them out, says De Mooy, or black them out with a marker.

5. Guard even "de-identified" medical information. Many doctors and hospitals share prescription information with drug and marketing companies after removing your name and other identifying data. If you don't want any of your info shared with those companies, ask your doctor to opt out by having him or her contact the American Medical Association Physician Data Restriction Program, at apps.ama-assn.org/PDRP/.

6. Complain. If you think your privacy has been violated, contact your state's board of pharmacy. The National Association of Boards of Pharmacy lists contact information for each state at nabp.pharmacy/boards-of-pharmacy/.

Ratings › **Pharmacy Favorites** These ratings of 50 leading pharmacies across the U.S. include chains, big-box stores, grocery-store drugstores, and independents.

Pharmacy	Reader Score	Survey Results							
		Accuracy	Speed	Checkout	Cleanliness	Courtesy	Helpfulness	Pharmacists' knowledge	Price paid
Independents	93	⇈	⇈	⇈	⇈	⇈	⇈	⇈	!
Medicine Shoppe	93	⇈	⇈	⇈	⇈	⇈	⇈	⇈	!
Wegmans	93	⇈	^	⇈	⇈	⇈	⇈	⇈	^
Bi-Mart	92	⇈	^	^	^	⇈	^	^	^
Stop & Shop	92	⇈	^	^	^	⇈	^	^	!
Weis Markets	92	⇈	^	^	⇈	⇈	^	⇈	!
Price Chopper	92	⇈	^	^	^	⇈	^	⇈	^
Kaiser Permanente	91	⇈	!	!	⇈	^	^	⇈	^
Hannaford	91	⇈	^	^	⇈	⇈	^	⇈	!
Publix	91	⇈	^	^	⇈	⇈	^	^	!
Raley's	90	⇈	^	^	⇈	⇈	^	^	!
Sam's Club	90	⇈	^	^	^	^	^	⇈	^
ShopRite	90	⇈	^	^	^	^	^	^	!
Hy-Vee	90	⇈	^	^	⇈	^	^	^	!
Schnucks	90	^	^	^	^	^	^	^	!
Ingles	89	⇈	^	^	⇈	⇈	^	–	^
Costco	89	⇈	!	!	^	^	^	^	⇈
Winn-Dixie	89	⇈	^	^	^	^	^	^	!
Smith's Food and Drug	89	⇈	^	^	^	^	^	^	!
H-E-B	89	⇈	!	!	^	^	^	^	!
Giant Food (PA, WV, MD, VA)	89	⇈	^	^	^	^	^	^	!
Kmart	89	⇈	^	!	!	⇈	^	⇈	^
Harris Teeter	89	⇈	^	^	⇈	⇈	^	^	!
Cub Foods	89	⇈	^	^	^	^	^	^	!
Ralphs	88	⇈	^	^	^	^	^	^	!

Pharmacy	Reader Score	Survey Results							
		Accuracy	Speed	Checkout	Cleanliness	Courtesy	Helpfulness	Pharmacists' knowledge	Price paid
Albertson Sav-On	88	⇈	!	^	^	^	^	^	!
Discount Drug Mart	88	⇈	^	!	!	^	^	^	!
Kroger	88	⇈	!	!	^	^	^	^	!
Kinney Drugs	88	⇈	^	^	^	^	^	^	!
Acme Sav-On	88	⇈	^	^	^	⇈	^	⇈	!
Jewel Osco	88	⇈	!	!	^	^	^	^	!
Shopko	87	⇈	^	!	^	^	^	^	!
City Market	87	⇈	!	!	^	^	^	–	⌄
Fred Meyer	87	^	!	!	^	^	^	^	!
King Soopers	87	⇈	!	!	^	^	^	^	!
Dillons Food Stores	87	⇈	!	!	^	^	^	^	!
Target	87	⇈	!	!	^	^	^	^	!
Fry's	86	⇈	!	!	^	^	^	^	!
Tom Thumb	86	⇈	!	!	^	^	^	^	!
Bartell Drugs	86	⇈	!	!	^	^	^	^	⌄
Meijer	86	^	!	!	^	^	!	^	!
Vons	85	^	!	!	^	^	!	^	⌄
Rite Aid	85	^	!	!	^	^	!	^	⌄
Giant Eagle	85	^	!	!	^	^	!	^	!
Giant Food LLC (DC, DE, MD, VA)	84	^	!	!	^	^	!	^	!
Safeway Pharmacy	84	⇈	!	!	^	^	!	^	⌄
Walgreens	83	^	!	⌄	^	!	!	^	⌄
Walmart	82	^	⌄	⌄	!	!	!	!	!
CVS	82	^	!	⌄	!	!	!	^	⌄
Duane Reade	81	^	!	⌄	!	!	!	!	⇊

HOW WE SURVEY: Ratings are based on our Winter 2018 survey of 78,222 CR members reporting on 111,089 prescription drug retailer transactions/experiences. The **Reader Score** represents overall satisfaction with the prescription drug retailer experience and is not exclusively determined by factors under the survey results. A reader score of 100 would mean that all respondents were completely satisfied; 80, that respondents were "very satisfied," and 60, that respondents were "somewhat satisfied," on average. Differences of fewer than 5 points are not meaningful. Each rating category under **Survey Results** reflects average scores on a scale from "very poor" to "excellent." **Accuracy and Speed** refer to filling prescriptions. Ratings are based on CR members, who may not be representative of the general U.S. population. A dash "—" indicates that we lacked sufficient data.

WORSE ⇊ ⌄ ! ^ ⇈ BETTER

ROAD REPORT

STAY AHEAD OF THE CURVE WITH CR AUTO RATINGS, NEWS & ADVICE™

ASK OUR EXPERTS

My phone navigation app is hard to see when I'm driving. Any ideas?

A so-called head-up display device that projects transparent directions onto the lower part of your windshield can be a good solution for cars that don't have Android Auto, Apple CarPlay, or built-in head-up display. Some devices pair wirelessly with your smartphone and run on an app; others must be connected to a car's OBD-II port. They range in price from about $15 to more than $300. Make sure your device is securely fastened to prevent it from flying around the car in the event of a collision.

ILLUSTRATION BY SODAVEKT

RECALLS

Mercedes-Benz Cars & SUVs

Mercedes-Benz is recalling 104,600 of its 2018 C-Class sedans, coupes, and convertibles, and 2018-2019 GLC SUVs because a faulty passenger airbag light can indicate that the airbag is engaged even when it's not, raising the risk of injury to passengers.

What to do: Mercedes will perform a software update to ensure the airbag light is working correctly, at no charge to owners. For more information, contact Mercedes-Benz USA at 800-367-6372.

THE VITAL STATISTIC

79%

Percentage of car owners with blind spot monitoring who don't know that the safety system may not accurately detect vehicles traveling at high speeds, as when merging onto a highway.

Source: AAA Foundation for Traffic Safety.

DEAL ALERT

Save Money on GM Cars

General Motors is eliminating six cars from its lineup due to poor sales. Two of these—the Chevrolet Cruze and Impala—are recommended by CR and earned high Overall Scores. Smart shoppers could save thousands on them when production winds down (this spring for the Cruze; summer for the Impala). Here's what we like about each:

Cruze. It's roomy for a compact car and has decent fuel economy, a comfortable ride, and an Overall Score of 71.

Impala. This cruiser has an Overall Score of 86 and gets good marks for ride and seat comfort, easy-to-use controls, and trunk space.

Both cars come with GM's 3-year/36,000-mile bumper-to-bumper and 5-year/60,000-mile powertrain warranties. Many GM vehicles share key components, so parts and service should be readily available for years to come.

The Best Cars for Every Life Stage

Getting a new job, having kids, watching them grow, welcoming grandchildren. As we adapt to new life stages, our vehicle needs change too. Here, CR recommends the best vehicles for every new corner you turn in life.

by Keith Barry

True Familymobiles
As your kids get older—and do lots more—you'll need a vehicle that has all the space and safety you can afford.

WHAT PROMPTS a new car purchase is often a change in your personal life. A bigger family may have you thinking more about extra seating and storage than you used to. A new job in a more far-flung location may have you craving cabin comfort. Downsizing may turn your mind to a small, sporty car.

That's why we created these curated lists of the best vehicles for key life stages. For this guide, we combed through the hundreds of data points we collect on every vehicle we test, and–for the first time–ranked them according to the specific criteria we judged to be important for each milestone. So, for instance, "easy car-seat installation" for families or "good visibility" for seniors. You'll see a specially created score from 0 to 100 in each category for just this purpose.

Regardless of the life stage, all the cars listed here are CR recommended models and have high Overall Scores in their categories. That's because we believe any vehicle you drive should be reliable, have key safety features, and get good fuel economy and performance for its class.

Read on for five great recommendations to fit every life stage.

LIFE STAGE

ACTIVE FAMILY

AS KIDS GROW, they end up with more activities and more gear, and they want to travel in packs with their friends. Whether you're driving them to practice, school, or the movies, you'll need a bigger car–and that usually means a third row.

"If you need to only occasionally carry a few extra kids for short trips, even the worst third-row seat offers a huge convenience over driving an additional car," says Jake Fisher, CR's auto testing director, who is also responsible for driving his kids and their friends around.

But most SUV third rows are cramped, hard to crawl back to, and eat up cargo room, so a roomy minivan is a better bet for big families. "While many SUVs now offer third-row seating, most aren't in the same league as a minivan," he says.

For safety, forward collision warning (FCW) and automatic emergency braking (AEB) are must-haves.

ILLUSTRATIONS BY SEAN McCABE

KEY CRITERIA >
Three-row seating, sufficient cargo room, easy car-seat installation, good access for smaller kids, standard forward collision warning and automatic emergency braking

↗ SUBARU ASCENT

The easy-to-live-with Ascent gets 22 mpg overall, has a family-friendly interior with plenty of charging points and cup holders, and seats up to eight. Ride comfort is excellent. Even the third row is relatively roomy, and grab handles make getting in and out easier. *$31,995-$44,695*

79
LIFE STAGE SCORE

TOYOTA SIENNA

The Sienna can seat eight and comes standard with lane departure warning (LDW), lane keeping assist (LKA), and adaptive cruise control. Even with all seats occupied, there's still plenty of room for cargo—which isn't the case with many three-row SUVs. Plus it's the only minivan to offer all-wheel drive. *$31,115-$48,890*

78
LIFE STAGE SCORE

TOYOTA HIGHLANDER

We recommend the Highlander because it features an absorbent ride, responsive handling, and a generous interior. Fuel economy is 22 mpg overall, and a hybrid version gets 25 mpg. Depending on trim, this SUV seats either seven or eight. LDW and LKA are standard. *$31,330-$48,630*

77
LIFE STAGE SCORE

WORTH CHECKING OUT

> **Audi Q7.** This luxury choice offers a tranquil interior, a powerful V6 engine, and capable handling.
LIFE STAGE SCORE: **74**

> **Mazda CX-9.** It has stylish looks and is engaging to drive, with standard blind spot warning (BSW).
LIFE STAGE SCORE: **71**

LIFE STAGE

THE TEEN DRIVER

THOUGH BUYING USED might seem like the best budget move for a young driver, consider that an affordable new car provides the latest safety features that many older cars lack, not to mention a new-car warranty.

"Because teen drivers haven't gained experience and judgment, advanced safety features can help back them up in situations that require skills they haven't yet developed," says Jennifer Stockburger, director of operations at CR's auto test center and a parent of a teen driver.

We looked for nimble cars that didn't have an excess of power. No matter what you choose, Stockburger says safety should still be the paramount concern when a new driver is behind the wheel. "Buy as much safety as you can afford," she says.

KEY CRITERIA > Available under $22,000, forward collision warning and automatic emergency braking available, strong obstacle avoidance performance, limited acceleration

MAZDA3
Agile and affordable, the Mazda3 comes with standard FCW and AEB. Its 33 mpg overall fuel economy is among the best of any small car. *$18,095-$24,945*

81 LIFE STAGE SCORE

TOYOTA COROLLA
This has long been a reliable and safe choice, thanks to FCW and AEB, which have been standard since 2017. Fuel economy is 32 mpg. The Corolla is being redesigned for 2020, so look for deals on the outgoing model. *$18,700-$22,880*

81 LIFE STAGE SCORE

HONDA CIVIC
Skip the sportier trims and you'll find that the Civic is a responsible choice. Android Auto and Apple CarPlay let drivers stream music without touching their phones, and FCW and AEB are standard on most versions in 2019. *$18,840-$28,650*

80 LIFE STAGE SCORE

WORTH CHECKING OUT > **Honda Fit.** An inexpensive hatchback that maximizes interior space. LIFE STAGE SCORE: **79**
> **Hyundai Elantra GT.** Has responsive handling but doesn't go overboard on power, which is ideal for less-experienced drivers. LIFE STAGE SCORE: **79**

LIFE STAGE

THE SAVVY SENIOR

OLDER DRIVERS MAY no longer commute to work every day, but they might need a car for longer road trips or one that can easily fit a car seat when it's time to pick up the grandkids. Either way, a vehicle that's a breeze to get into and out of is a must. "Unfortunately, many modern cars have a sleek, low-slung profile that makes them a struggle to exit and enter," says CR's Stockburger.

In addition, many new cars have touch-screen-based controls–some of which can be extremely confusing for drivers of any age, let alone those who are not digital natives–so we chose cars with the least-fussy tech. But that doesn't mean they aren't ready for adventure. All our picks have available all-wheel drive and plenty of room for outdoor gear, plus comfy and quiet cabins.

KEY CRITERIA > Advanced safety features, good visibility, easy access, no-nonsense tech and/or knob controls, quiet cabin, good ride quality

SUBARU FORESTER
The same easy access that makes the Forester a great fit for a growing family makes it an ideal choice for older drivers. We're especially impressed with its simple controls, standard safety features, and excellent front and rear visibility. *$24,295-$34,295*

88 LIFE STAGE SCORE

HYUNDAI SANTA FE
The new-for-2019 five-seat Santa Fe combines unique interior appointments, supportive front seats, and easy-to-use controls. The cabin is roomy and quiet. FCW, AEB, and BSW come standard. *$25,500-$38,800*

82 LIFE STAGE SCORE

KIA SORENTO
With a third row that holds extra passengers in a pinch or folds down, the Sorento is a great choice. Its seats are comfortable, its ride is composed, and its controls are straightforward. *$25,990-$46,490*

82 LIFE STAGE SCORE

WORTH CHECKING OUT > **Subaru Outback.** Lower tailgate than an SUV, easy to get into and out of, and has standard AWD. LIFE STAGE SCORE: **80**
> **Honda CR-V.** Good cargo space and wide door openings for easy access, and options don't drive up the price. LIFE STAGE SCORE: **80**

LIFE STAGE

DOWN-SIZING

SOMETIMES THE BEST reason to buy a car is simply because you want to treat yourself. Maybe the kids have moved out, you're downsizing from two cars to one, or you've just decided to splurge. Well, it's okay to buy that dream car—as long as you've done your research first.

Gabe Shenhar, CR's associate director of auto testing, says that a sporty sedan is usually the best fit for a driver who wants a car that's both comfortable and fun to drive. "Sedans often handle and ride better than SUVs, so they're a good choice if you want a sportier car and don't need the extra versatility of an SUV or minivan," he says.

"But if you got used to sitting high up and like the ease of access, there are also some sporty SUVs out there as well," Shenhar says. Now that his kids are grown and moved out of the house, that's exactly what he bought for himself.

For this list, we only included cars that accelerated from 0 to 60 mph in under 8 seconds, offered easy access to a comfortable front seat, and handled and rode well in our tests. We removed all price constraints but only included vehicles that got high Overall Scores. Last, we made sure to add a few vehicles of various types, because everyone's idea of a dream machine may be different.

A Dream to Drive Just you and your plus-one? These cars are comfortable, quiet, and fun to drive.

KEY CRITERIA › Performance, easy front-seat access, good handling and ride, quiet cabin, front-seat comfort

BMW 5 SERIES

The 5 Series is a satisfying sedan that trades a bit of its former sportiness for more comfort and overall refinement. Still, even the base engine—a turbo four-cylinder—packs a punch, and the more powerful 540i and M550i variants are a joy to drive. There's also a plug-in hybrid version. *$53,400-$110,000*

88 LIFE STAGE SCORE

GENESIS G80

The Genesis G80 gets good marks in our owner satisfaction and reliability surveys, and it is also a great value. If your car needs service, Genesis' 3-year/36,000-mile concierge service will pick up your car and drop off a loaner, so you'll never have to drink lousy dealership coffee. *$41,750-$59,500*

87 LIFE STAGE SCORE

LEXUS RX

Need some extra space but still want a quiet interior with luxurious appointments? The RX350 SUV has plenty of room for rear-seat passengers and cargo, and the three-row RX350L can fit even more. If you want the same space with some fuel savings, the 450h hybrid gets an excellent 29 mpg overall. *$43,570-$54,655*

82 LIFE STAGE SCORE

WORTH CHECKING OUT › **Audi Q5.** Nimble handling and plenty of power, plus supportive seats and upscale fit and finish. LIFE STAGE SCORE: **80**

› **Honda Ridgeline.** This pickup is easy to live with and great for household projects. LIFE STAGE SCORE: **77**

LIFE STAGE

FIRST-JOB COMMUTERS

ONCE YOU'VE LANDED a great new job, your car may now be the lifeline between you and your source of income. "Get something comfortable—you might be sitting in it for a long time," says Steve Elek, senior data analyst at CR, who once had a 90-minute commute each way at his first job. You'll need a way to get traffic updates and entertainment without getting distracted by messing with your phone on that trip.

We eliminated any cars without good fuel economy or easy-to-use controls. We also made sure all the cars had standard Android Auto and Apple CarPlay. They not only put podcasts and streaming apps on your dashboard but also include useful navigation apps that can route you around traffic in real time.

KEY CRITERIA > Available under $30,000, standard Android Auto and Apple CarPlay, ride quality, easy-to-use controls, front-seat comfort

↗ **SUBARU LEGACY**
The roomy Legacy gets 26 mpg overall. With standard all-wheel drive, it's a great choice for those in the snow belt who can't stay home when the roads get bad. Just make sure to also invest in winter tires. FCW, AEB, and LDW are standard for 2019. *$22,545-$31,545*

88 LIFE STAGE SCORE

KIA OPTIMA
Pluses are the comfortable front seat, easy-to-use controls, 28 mpg overall fuel economy, and well-appointed cabin. FCW, AEB, and BSW are standard. *$22,900-$35,290*

87 LIFE STAGE SCORE

SUBARU CROSSTREK
Its hatchback design and high ride height offer the versatility of an SUV without the bulk, but its 29 mpg overall is frugal for a vehicle that comes with standard AWD. *$21,895-$27,195*

87 LIFE STAGE SCORE

WORTH CHECKING OUT > **Hyundai Sonata Hybrid.** Great for stop-and-go commutes, with a well-appointed interior and 39 mpg. LIFE STAGE SCORE: **85**
> **Honda Accord.** Base engine offers plenty of power, plus it features a comfortable ride and good fuel economy. LIFE STAGE SCORE: **84**

LIFE STAGE

THE NEW FAMILY

IF YOU'RE STARTING a family, you'll want as many safety features as possible and plenty of room for cargo.

But we think the most important measure is how well the vehicle works with a car seat. That's why we chose cars that did well in our assessments of car-seat fit and access. "Take your seat with you when car shopping to make sure you can get a secure installation in the rear," says CR automotive safety engineer Emily Thomas, who is also the mom of a toddler. "If you don't have a child seat yet, make sure you can easily access the lower LATCH anchors because you'll most likely be using them." Despite conventional wisdom, our tests show that some of the easiest vehicles for installing car seats are sedans, not SUVs.

KEY CRITERIA > Available under $35,000, easy car-seat installation, easy access, ample cargo space

SUBARU FORESTER
Its winning features are standard advanced safety features such as FCW and AEB, great visibility, and standard all-wheel drive. It's also easy to climb into and out of, and there's plenty of room for a stroller in the back. *$24,295-$34,295*

82 LIFE STAGE SCORE

↗ **TOYOTA CAMRY HYBRID**
Just because you have kids doesn't mean that you're required to buy an SUV. The roomy Camry Hybrid easily fits most car seats. Plus it gets 47 mpg overall in our tests. FCW and AEB come standard on all trim levels. *$28,150-$32,725*

78 LIFE STAGE SCORE

HONDA ACCORD HYBRID
This car got 47 mpg in our tests and boasts a comfortable ride. Android Auto and Apple CarPlay come standard, as do advanced safety features like FCW and AEB. *$25,320*

75 LIFE STAGE SCORE

WORTH CHECKING OUT > **Honda CR-V.** Commanding view of the road, good cargo space, and easy car-seat installation. Generous door openings make for easy access. LIFE STAGE SCORE: **75**
> **Chevrolet Cruze.** Scores well for cargo, child-seat access, and child-seat fit. LIFE STAGE SCORE: **74**

Cars Owners Love—and Hate

THE AVERAGE PRICE for new cars continues to rise—it's about $35,000 now, according to the National Automobile Dealers Association. For that much money, you'd think happiness would be part of the deal, but it's not. CR members shared the experiences they've had with more than 500,000 vehicles in our 2018 auto surveys. Primarily, they were asked whether they would buy the same car again. That decision is the basis of CR's owner satisfaction score.

We probed this year's data to see how owners rate their cars on satisfaction in five categories: driving experience, comfort, value, styling, and audio controls. These factors show where a car shines for owners, and where it comes up short.

The survey results show that in every vehicle type, there is a significant spread between the models that met expectations and those that were disappointing. Before buying, learn from others' experiences by using the ratings on the following pages. *–Jeff S. Bartlett*

OWNER SATISFACTION

				92 TESLA MODEL 3
			92 PORSCHE 911	90 GENESIS G90
		89 CHEVROLET CORVETTE	88 TESLA MODEL S	88 TOYOTA AVALON
	87 KIA STINGER	86 CHEVROLET BOLT	86 TOYOTA PRIUS	85 DODGE CHALLENGER
52 JEEP RENEGADE	51 TOYOTA C-HR	51 CHEVROLET TRAX	49 NISSAN PATHFINDER	47 CADILLAC ATS
46 NISSAN VERSA NOTE	46 LEXUS IS	46 DODGE JOURNEY	40 NISSAN SENTRA	39 ACURA ILX

↘ MOST & LEAST SATISFYING
Those models that top the ratings deliver on their promises, whether they are for performance or fuel efficiency. Those at the bottom typically haven't lived up to marketing hype.

WORSE — BETTER

Ratings › **Yes, I'd Buy It Again!** Consumer Reports identified the models in 23 categories that members say they would spend their money on again, and those they would skip.

Make & Model	Owner Satisfaction Score	Ratings				
		Comfort	Value	Styling	Driving	Audio
SUBCOMPACT CARS						
Honda Fit	70					
Chevrolet Spark	59					
Chevrolet Sonic	59					
Ford Fiesta	57					
Nissan Versa Note	46					
COMPACT CARS						
Volkswagen Golf	76					
Mini Cooper Clubman	69					
Toyota Corolla	69					
Kia Soul	69					
Hyundai Elantra GT	69					
Mazda3	68					
Volkswagen Beetle	68					
Honda Civic	68					
Subaru Impreza	64					
Hyundai Elantra	64					
Chevrolet Cruze	56					
Toyota C-HR	51					
Nissan Sentra	40					
MIDSIZED CARS						
Honda Accord	80					
Honda Clarity	78					
Subaru Legacy	75					
Kia Optima	72					
Mazda6	72					
Toyota Camry	71					
Volkswagen Passat	67					
Hyundai Sonata	67					
Ford Fusion	65					
Chevrolet Malibu	64					
LARGE CARS						
Toyota Avalon	88					
Dodge Charger	82					
Chevrolet Impala	73					
Ford Taurus	72					
Kia Cadenza	71					
Chrysler 300	66					
Nissan Maxima	62					

Make & Model	Owner Satisfaction Score	Ratings				
		Comfort	Value	Styling	Driving	Audio
COMPACT HYBRID/ELECTRIC CARS						
Chevrolet Bolt	86					
Toyota Prius	86					
Nissan Leaf	83					
Toyota Prius Prime	82					
Kia Niro	80					
Chevrolet Volt	78					
Hyundai Ioniq	72					
Toyota Prius C	68					
BMW i3	61					
LUXURY ENTRY-LEVEL CARS						
Audi A3	66					
Cadillac ATS	47					
Acura ILX	39					
LUXURY COMPACT CARS						
Tesla Model 3	92					
Kia Stinger	87					
Audi A4	80					
Alfa Romeo Giulia	78					
Jaguar XE	64					
Mercedes-Benz C-Class	59					
Infiniti Q50	57					
Acura TLX	56					
Lexus IS	46					
LUXURY MIDSIZED CARS						
BMW 5 Series	83					
Genesis G80	81					
Lincoln Continental	79					
Volvo S90	74					
Lexus GS	74					
Cadillac CTS	73					
Lincoln MKZ	71					
Mercedes-Benz E-Class	70					
Cadillac CT6	69					
Infiniti Q70	69					
Buick LaCrosse	68					
Cadillac XTS	67					

WORSE — BETTER

Make & Model	Owner Satisfaction Score	Ratings				
		Comfort	Value	Styling	Driving	Audio
ULTRA-LUXURY CARS						
Genesis G90	90	⏫	⏫	⏫	⏫	⏫
Tesla Model S	88	⏫	➖	⏫	⏫	⏫
Mercedes-Benz S-Class	80	⏫	➖	⏫	⏫	🔼
BMW 7 Series	74	⏫	➖	⏫	⏫	🔼
Lexus LS	71	🔼	🔽	⏫	🔼	⏬
COUPES & CONVERTIBLES						
Audi A5	80	⏫	➖	⏫	⏫	🔼
BMW 4 Series	71	🔼	🔽	⏫	⏫	🔼
Buick Cascada	60	➖	🔼	⏫	➖	➖
SPORTY CARS						
Porsche 911	92	🔼	➖	⏫	⏫	⏫
Chevrolet Corvette	89	➖	🔼	⏫	⏫	🔼
Dodge Challenger	85	⏫	🔼	⏫	⏫	🔼
Mazda MX-5 Miata	84	⏬	🔼	⏫	⏫	🔽
Porsche 718 Cayman	84	⏫	🔽	⏫	⏫	🔼
Porsche 718 Boxster	84	⏫	🔽	⏫	⏫	🔼
Volkswagen GTI	82	🔼	🔼	⏫	⏫	🔼
Chevrolet Camaro	81	🔼	➖	⏫	⏫	⏫
Ford Mustang	80	🔼	🔼	⏫	⏫	🔼
Subaru BRZ	80	⏬	🔼	⏫	⏫	⏬
Toyota 86	80	⏬	🔼	⏫	⏫	⏬
BMW 2 Series	77	🔼	🔽	⏫	⏫	➖
Mini Cooper	69	➖	🔽	⏫	⏫	🔽
Subaru WRX/STi	69	⏬	🔼	🔼	⏫	⏬
Lexus RC	58	🔼	➖	⏫	⏫	⏬
WAGONS						
Subaru Outback	78	🔼	🔼	🔼	🔼	🔽
Volkswagen Golf SportWagen	70	➖	⏫	🔼	⏫	➖
Volkswagen Golf Alltrack	69	🔽	➖	⏫	🔼	➖
MINIVANS						
Honda Odyssey	77	⏫	➖	⏫	🔼	➖
Chrysler Pacifica	75	🔼	➖	⏫	⏫	🔼
Toyota Sienna	71	🔼	➖	➖	➖	🔽
Kia Sedona	67	🔼	🔼	🔼	🔼	🔽
Dodge Grand Caravan	54	⏬	🔽	🔽	🔽	⏬

Make & Model	Owner Satisfaction Score	Ratings				
		Comfort	Value	Styling	Driving	Audio
SUBCOMPACT SUVs						
Subaru Crosstrek	79	🔼	⏫	⏫	➖	➖
Hyundai Kona	61	🔽	🔼	⏫	➖	🔼
Honda HR-V	56	⏬	➖	🔼	🔽	🔽
Mazda CX-3	56	⏬	➖	🔼	🔼	⏬
Nissan Rogue Sport	53	🔽	🔽	🔼	🔽	➖
Jeep Renegade	52	⏬	🔽	➖	⏬	🔽
Chevrolet Trax	51	🔽	➖	➖	🔽	🔽
COMPACT SUVs						
Honda CR-V	77	🔼	🔼	🔼	🔼	🔽
Mazda CX-5	72	🔼	🔼	⏫	🔼	🔽
Chevrolet Equinox	68	➖	➖	⏫	🔼	➖
GMC Terrain	68	➖	➖	⏫	🔼	➖
Jeep Cherokee	67	🔼	🔽	🔼	➖	🔼
Volkswagen Tiguan	63	🔼	🔼	⏫	🔽	🔼
Kia Sportage	63	➖	➖	⏫	🔼	➖
Ford Escape	61	➖	➖	🔼	🔼	➖
Hyundai Tucson	56	➖	➖	⏫	🔽	➖
Mitsubishi Outlander	55	🔽	➖	➖	🔽	➖
Nissan Rogue	55	🔽	➖	🔼	🔽	➖
Jeep Compass	52	🔽	🔽	🔼	🔽	➖
MIDSIZED SUVs						
Jeep Wrangler	84	➖	🔽	⏫	🔼	🔼
Subaru Ascent	83	⏫	⏫	⏫	⏫	⏫
Toyota Highlander	77	🔼	➖	🔼	🔼	➖
Toyota 4Runner	77	➖	➖	🔼	🔽	➖
Volkswagen Atlas	76	⏫	➖	⏫	➖	🔼
Kia Sorento	74	🔼	🔼	⏫	🔼	🔼
Jeep Grand Cherokee	73	🔼	➖	⏫	⏫	🔼
Mazda CX-9	70	🔼	🔼	⏫	⏫	🔽
Honda Pilot	69	🔼	➖	🔼	🔼	⏬
Ford Edge	69	🔼	➖	⏫	🔼	🔼
Nissan Murano	68	⏫	➖	⏫	🔼	🔼
GMC Acadia	67	➖	➖	⏫	⏫	🔼
Hyundai Santa Fe XL	66	➖	➖	🔼	🔼	🔼
Ford Explorer	65	🔼	🔽	⏫	🔼	➖
Nissan Pathfinder	49	🔼	🔽	➖	➖	➖
Dodge Journey	46	🔽	➖	🔽	🔽	➖

Make & Model	Owner Satisfaction Score	Ratings				
		Comfort	Value	Styling	Driving	Audio
LARGE SUVs						
Ford Expedition	85	⏫	🔽	⏫	⏫	⏫
Chevrolet Suburban	78	🔼	🔽	🔼	🔼	🔼
GMC Yukon XL	78	🔼	🔽	🔼	🔼	🔼
Ford Flex	76	⏫	➖	🔼	🔼	🔼
Chevrolet Traverse	76	⏫	➖	⏫	⏫	🔼
Toyota Sequoia	75	🔼	🔽	🔽	🔼	⏬
Chevrolet Tahoe	74	🔼	🔽	⏫	⏫	🔼
GMC Yukon	74	🔼	🔽	⏫	⏫	🔼
Dodge Durango	73	🔼	➖	⏫	⏫	🔼
LUXURY ENTRY-LEVEL SUVs						
Mini Cooper Countryman	76	➖	🔽	⏫	⏫	🔽
BMW X1	62	🔽	🔽	⏫	⏫	➖
Audi Q3	61	➖	🔽	🔼	🔼	🔽
Mercedes-Benz GLA	54	🔽	🔽	⏫	🔼	🔽
Buick Encore	53	➖	➖	🔼	🔽	➖
LUXURY COMPACT SUVs						
Porsche Macan	83	⏫	🔽	⏫	⏫	➖
BMW X3	82	⏫	➖	⏫	⏫	🔼
Volvo XC60	78	⏫	➖	⏫	⏫	➖
Audi Q5	76	⏫	🔽	⏫	⏫	🔼
Acura RDX	72	⏫	➖	⏫	⏫	🔽
Jaguar F-Pace	65	➖	🔽	⏫	⏫	➖
Alfa Romeo Stelvio	64	🔼	⏫	⏫	⏫	⏬
Cadillac XT5	63	🔼	🔽	⏫	🔼	➖
Mercedes-Benz GLC	61	🔼	🔽	⏫	⏫	🔽
Lexus NX	60	🔼	🔽	🔼	🔼	⏬
Lincoln MKC	60	🔼	🔽	⏫	🔼	🔼
Buick Envision	60	🔼	🔽	⏫	🔼	➖
LUXURY MIDSIZED SUVs						
Tesla Model X	85	⏫	🔽	⏫	⏫	⏫
Audi Q7	84	⏫	🔽	⏫	⏫	🔼

Make & Model	Owner Satisfaction Score	Ratings				
		Comfort	Value	Styling	Driving	Audio
LUXURY MIDSIZED SUVs *Continued*						
Lexus RX	76	⏫	➖	🔼	🔼	➖
Mercedes-Benz GLE	68	⏫	⏬	🔼	🔼	🔽
Volvo XC90	66	⏫	🔽	⏫	🔼	➖
Lexus GX	66	🔼	➖	🔼	🔼	🔼
Land Rover Range Rover Sport	59	⏫	⏬	⏫	🔼	➖
Acura MDX	59	🔼	➖	🔼	🔼	🔽
Infiniti QX60	54	🔼	⏬	🔼	➖	➖
LUXURY LARGE SUVs						
Buick Enclave	79	🔼	➖	⏫	⏫	➖
Mercedes-Benz GLS	74	⏫	🔽	⏫	⏫	➖
Lexus LX	73	🔼	🔽	🔼	🔼	➖
Cadillac Escalade	66	🔼	⏬	⏫	🔼	➖
COMPACT PICKUPS						
Honda Ridgeline	84	⏫	➖	⏫	⏫	🔽
Toyota Tacoma	64	⏬	🔽	🔼	🔽	➖
Chevrolet Colorado	63	🔽	🔽	⏫	➖	➖
GMC Canyon	63	🔽	🔽	⏫	➖	➖
Nissan Frontier	53	🔽	➖	➖	➖	➖
FULL-SIZED PICKUPS						
Ram 1500	85	⏫	➖	⏫	⏫	⏫
Ford F-250	83	🔼	🔽	⏫	⏫	🔼
Ford F-350	81	⏫	🔽	⏫	⏫	⏫
Ford F-150	77	⏫	➖	⏫	⏫	🔼
Toyota Tundra	75	🔼	➖	⏫	⏫	➖
Chevrolet Silverado 2500HD	73	🔼	🔽	⏫	🔼	🔼
GMC Sierra 2500HD	73	🔼	🔽	⏫	🔼	🔼
Chevrolet Silverado 3500HD	73	⏫	🔽	⏫	⏫	🔼
GMC Sierra 3500HD	73	⏫	🔽	⏫	⏫	🔼
Ram 2500	70	🔼	🔽	⏫	🔼	🔼
Ram 3500	67	➖	➖	⏫	🔼	➖
Nissan Titan	64	⏫	⏫	🔼	⏫	⏫

HOW WE SURVEY: Results are from CR's 2018 auto surveys of more than 500,000 vehicles. Data from the 2016-2018 model years (plus a few 2019 models) were used, provided a vehicle wasn't significantly changed over that time. Some ratings are based on a single model year. The **Owner Satisfaction Score** is based on the percentage of owners who responded "definitely yes" to the question of whether they would buy the same vehicle if they had it to do again (considering price, performance, reliability, comfort, enjoyment, etc.). Factor ratings were determined based on the percentage of owners who said they were "very satisfied" in five categories: **Comfort** includes seats, noise, and ride; **Value** determines whether they got what they wanted relative to price; **Styling** relates to how the car looks inside and out; **Driving** reflects acceleration and handling; and **Audio** reflects how easy it is to use controls. For more info, go to CR.org/satisfaction.

WORSE ⏬ 🔽 ➖ 🔼 ⏫ BETTER

WE CONDUCT MORE THAN 50 TESTS ON EACH VEHICLE AT OUR 327-ACRE AUTO TEST CENTER. FOR COMPLETE ROAD TESTS, MEMBERS CAN GO TO **CR.ORG/CARS**.

LUXURY COMPACT CARS

Genesis G70

Classy and Comfy for Two

70
OVERALL SCORE

ROAD-TEST SCORE 74

HIGHS Handling, controls, fit and finish

LOWS Tight quarters, gear selector, stopping distance

POWERTRAIN 252-hp, 2.0-liter 4-cylinder turbo engine; 8-speed automatic transmission; all-wheel drive

FUEL 23 mpg on regular fuel

PRICE AS TESTED $43,115

AT FIRST BLUSH, the all-new G70 feels like a credible challenger to established German sport sedans such as the BMW 3 Series and Mercedes-Benz C-Class. This latest model from Hyundai's fledgling luxury brand is engaging to drive, well-equipped, and nicely finished. But the G70 has significant shortcomings we can't overlook.

From the first mile, this Genesis comes across as well-tuned, with a welcome balance of performance, ride, and handling. Its 252-hp four-cylinder delivers power without delay. The G70 is graceful in corners, and the ride is firm but relatively smooth.

The cabin is handsome, with its soft surfaces, leather upholstery, and detailed stitching. The driving position has an intimate cockpit feel, with seats that are shapely and comfortable. And the controls are a model of simplicity, except for the gear selector.

Despite those positives, the Genesis has some downsides that aren't immediately apparent. The backseat is cramped and hard to get into. The G70's fuel economy, at 23 mpg overall, trails the category. Although it feels lively, in our tests the Genesis was also slower than its rivals by a full second from 0-60 mph. And the sedan's dry-stopping distances are longer than most of its competitors'.

All versions of the Genesis that are equipped with the automatic transmission come standard with a full suite of advanced safety systems. That's a big plus.

LUXURY MIDSIZED SUVs

BMW X5

The New King of the SUVs

88
OVERALL SCORE

ROAD-TEST SCORE 98

HIGHS Ride, quietness, acceleration, transmission, braking, seat comfort

LOWS Controls can be difficult to master

POWERTRAIN 335-hp, 3.0-liter 6-cylinder turbo engine; 8-speed automatic transmission; all-wheel drive

FUEL 23 mpg on premium fuel

PRICE AS TESTED $68,730

AFTER WE PUT the 2019 BMW X5 through our test program, there was no debate: It's the best SUV that we've tested to date.

It's powerful and efficient, a rare combination. The six-cylinder engine has instantaneous response without a hint of the hesitation that's so common with turbos. As a result, 0-60 mph acceleration is thrilling at just 6 seconds. The transmission shifts quickly and smoothly. Plus, the X5's 23 mpg overall is the best among its gasoline-only peers, and it even beats the Hyundai Tucson, a small SUV.

The driving experience is exemplary because the X5 feels like a true luxury car, and its balanced suspension delivers a composed ride with handling that gives drivers confidence. It doesn't soak up bumps and ruts so much as it glides over them.

The cabin is incredibly quiet, and the thronelike front seats are supportive, with a wide range of adjustments.

It's a treat to be in the luxuriously appointed cabin. The interior is richly trimmed in leather, wood, chrome, and very high-quality plastics.

On top of that, forward collision warning, automatic emergency braking (with pedestrian detection), and blind spot warning come standard.

Yes, some things could be better. There's a steep learning curve to figure out the infotainment system, with its layered menu structure and busy controls. And the rear seat cushion is low and without much thigh support, which forces passengers to sit with their knees in the air.

PHOTOS: JOHN POWERS/CONSUMER REPORTS

COMPACT SUVs

Hyundai Tucson

Roomy but Unremarkable

64
OVERALL SCORE

ROAD-TEST SCORE 75

HIGHS Controls, braking, standard advanced safety features

LOWS Humdrum interior, fuel economy for class

POWERTRAIN 181-hp, 2.4-liter 4-cylinder engine; 6-speed automatic transmission; all-wheel drive

FUEL 22 mpg on regular fuel

PRICE AS TESTED $28,530

HYUNDAI HAD A chance to make the Tucson a stronger contender within the competitive compact SUV class, but this midcycle freshening doesn't go far enough to achieve that goal.

The best news is that the 1.6-liter turbo engine and clunky, trouble-prone transmission were replaced with a 2.4-liter four-cylinder and a six-speed transmission. The SUV now takes off from a stop without hesitation, and the shifts are smooth. Still, the Tucson's 22 mpg overall is lackluster, with many competitors getting 25 mpg or better.

The Tucson has controlled body lean through turns, giving drivers confidence that it will hold the road well. The ride is mostly comfortable, but it can be a bit stiff at times. Some competitors absorb bumps better.

The spacious interior puts function over form, with lots of hard plastic. We like the fact that the high-mounted 7-inch infotainment touch screen and other controls are simple to use. Plus, Android Auto and Apple CarPlay come standard.

Most trims come with a power driver's seat that has lumbar adjustment. That seat is comfortable initially but loses support on longer drives. The roomy rear seat's low cushion forces adults to bend their knees too much without adequate thigh support.

Forward collision warning, automatic emergency braking, lane departure warning, and lane keeping assist are standard on all Tucsons. In addition, blind spot warning and rear cross traffic warning come standard on all but the base trim.

FULL-SIZED PICKUP TRUCKS

Chevrolet Silverado

More Capable and Nimble

59
OVERALL SCORE

ROAD-TEST SCORE 76

HIGHS Interior room, deep bed, quietness

LOWS Ride, step-in height

POWERTRAIN 355-hp, 5.3-liter 8-cylinder engine; 8-speed automatic transmission; four-wheel drive

FUEL 17 mpg on regular fuel

PRICE AS TESTED $50,225

CHEVROLET HAS IMPROVED the Silverado 1500, with increased payload and towing capacity plus a deeper bed than the previous model. But the redesign doesn't match the fancy cabin or comfy ride of some competitors.

The Silverado's biggest change is in the powertrain. Its 5.3-liter V8 engine is paired with a new eight-speed automatic, and the combination provides better throttle response and quicker acceleration. The addition of two more gears to the transmission and the loss of about 300 pounds help the Silverado achieve 17 mpg overall, a 1-mpg gain over the previous generation.

Drivers can't escape the Silverado's huge size when taking corners, but for a full-sized pickup truck it has responsive steering and little body lean. Road and engine noise are impressively muted inside the cabin. A major drawback is the stiff, choppy, and uncomfortable ride.

The optional power opening tailgate is a nice touch; high-end trims have one that can be closed remotely. We recommend adding running boards because it's a tall climb up into the spacious cab.

The interior is unimpressive for a $50,000 truck, with cloth seats, cheap-looking controls, and a clunky old-school column-mounted gear selector. At least the easy-to-use infotainment system comes with Android Auto and Apple CarPlay.

We found it disappointing that both forward collision warning and automatic emergency braking are available only on high-end trim levels.

PHOTOS: JOHN POWERS/CONSUMER REPORTS

Ratings › **Luxury and Capability** We evaluate the latest sports sedan, an iconic American pickup, and two SUVs that couldn't be more different.

Recommended	Make & Model	Overall Score	Price	Survey Results		Safety	Road-Test Results										
			As tested	Predicted reliability	Owner satisfaction	Front-crash prevention	Road-test score	Overall mpg	Acceleration 0-60 mph, sec.	Dry braking 60-0 mph, ft.	Avoidance-maneuver speed, mph	Routine handling	Ride	Noise	Seat comfort front/rear	Controls	Luggage, suitcases+duffels/ Cargo volume, cu. ft.
	LUXURY COMPACT CARS																
✓	**Audi A4** Premium Plus	80	$48,890	!	^	Std./^	88	27	6.3	135	53.5	^^	^	^^	^^/!	!	2+2
	Infiniti Q50 3.0t Luxe (AWD)	73	$48,775	!	v	Std./^^	85	22	5.7	126	56.0	^	^	^	^/!	!	2+1
	Mercedes-Benz C300 (4MATIC)	72	$47,560	!	!	Std./^^	85	26	6.8	136	55.5	^	^^	^	^^/!	v	2+1
	Kia Stinger Premium (2.0T, AWD)	71	$40,400	!	^^	Opt.	75	23	7.5	132	53.5	^^	!	^	^^/!	^	3+0
	Genesis G70 Elite (2.0T, AWD)	70	$43,115	!	^	Opt.	74	23	7.8	137	56.5	^^	^	^	^/vv	^	2+0
	Acura TLX SH-AWD	69	$42,345	!	v	Std./^^	75	25	6.5	129	55.0	^	^	^	^/!	v	2+2
	Lexus IS 300 (AWD)	59	$48,149	!	v	Std./^^	56	20	6.5	139	53.0	^	!	^	^/v	!	2+1
	Jaguar XE Premium (25t AWD)	50	$47,378	v	!	Opt.	69	25	7.7	133	53.0	^^	^	^	!/v	!	1+2
	Alfa Romeo Giulia Ti (AWD)	49	$48,890	vv	^	Opt.	70	27	6.7	136	53.0	^^	^	^	^/!	v	1+2
	LUXURY MIDSIZED SUVs																
✓	**BMW X5** xDrive40i	88	$68,730	!	^^	Std./^	98	23	6.0	129	52.0	^	^	^^	^^/^	!	36.5
✓	**Audi Q7** Premium Plus	87	$68,695	^	^^	Std./^	96	20	6.7	127	50.0	^	^	^^	^^/^^	!	35.5
✓	**Lexus RX** 350	78	$51,630	^	^	Std./^^	77	22	7.5	139	49.0	!	^^	^^	^^/^	!	30.0
	Porsche Cayenne Base	70	$79,280	v	^	Std./^^	87	21	6.5	131	49.5	^^	!	^^	^^/^^	v	32.0
	Acura MDX Tech	69	$51,410	v	v	Std./^^	79	21	6.8	135	52.0	!	^	^	^/^	v	34.0
	Volvo XC90 T6 Momentum	64	$56,805	v	!	Std./^^	84	20	7.7	126	52.5	!	!	^	^^/^^	v	35.0
	Tesla Model X 90D	56	$110,700	vv	^^	Std./^^	77	92*	4.9	127	53.5	^	!	^	^^/!	v	2+2
	Land Rover Range Rover Sport HSE (3.0L)	51	$74,040	vv	!	Std./^	72	18	6.5	137	49.5	^	!	^	^/^	v	31.5
	COMPACT SUVs																
✓	**Subaru Forester** Premium	88	$29,341	^	^	Std./^^	90	28	9.2	130	53.0	^	^	!	^/^^	^^	36.5
✓	**Mazda CX-5** Touring	81	$29,530	^	^	Std./^	80	24	8.6	133	54.0	^	^	^	^/^	^	30.5
✓	**Honda CR-V** EX (1.5T)	76	$28,935	!	^	Opt.	82	28	8.2	137	52.0	^	!	^	^/^^	^	36.0
✓	**Nissan Rogue** SV	73	$29,920	!	v	Std./^^	74	24	9.5	134	54.0	!	^	!	!/^	^^	31.5
✓	**Volkswagen Tiguan** SE	72	$31,645	!	!	Opt.	84	25	10.3	131	52.0	^	^	^	^/^^	^	33.0
✓	**Kia Sportage** LX (2.4L)	69	$26,720	!	!	Opt.	78	23	9.6	128	52.5	^	!	!	^/^	^^	29.5
	Ford Escape SE (1.5T)	67	$29,630	!	!	Opt.	75	23	10.1	132	50.0	^	^	^	!/!	^^	34.0
	Chevrolet Equinox LT (1.5T)	66	$33,730	!	!	Opt.	78	25	9.6	132	53.0	^	^	^	^/^	^^	32.0
	Hyundai Tucson SEL (2.4L)	64	$28,530	v	!	Std./^^	75	22	9.6	130	52.5	^	!	^	^/^	^^	29.5
	FULL-SIZED PICKUP TRUCKS																
✓	**Ford F-150** XLT (2.7 V6 EcoBoost)	68	$52,535	!	^	Std./^^	74	19	6.8	145	47.0	v	v	^^	^/^^	^	NOT RATED
	Ram 1500 Big Horn (5.7L V8)	66	$53,120	v	^	Opt.	83	17	7.1	137	47.5	!	^	^^	^/^^	^	NOT RATED
	Toyota Tundra SR5 (5.7L V8)	65	$44,245	^	^	Std./^^	59	15	6.7	153	44.5	!	v	^	^/!	^	NOT RATED
	Chevrolet Silverado 1500 LT (5.3L V8)	59	$50,225	v	^	Opt.	76	17	6.9	136	49.5	!	v	^	!/^^	^	NOT RATED
	Nissan Titan SV (V8)	55	$44,370	v	!	NA	70	16	6.7	131	49.5	!	!	^	^/!	^^	NOT RATED

*Indicates miles-per-gallon equivalent (MPGe).

HOW WE TEST: Recommended models did well in our **Overall Score,** which factors in **Road-Test Results, Predicted reliability, Owner satisfaction,** and **Safety,** which includes crash-test results and the availability of front-crash prevention features, such as forward collision warning and automatic emergency braking. NA means no such safety system is offered; Opt. means it's available but not as standard equipment. We also rate models from ! to ^^ based on how many advanced safety features come standard. We deduct points if a model's gear selector lacks fail-safes or is difficult to operate. All-Access or Digital members can go to CR.org/cars for complete ratings.

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Automotive Amusements

These signs and ads may take you for a ride

An Unexpected Turn of Events

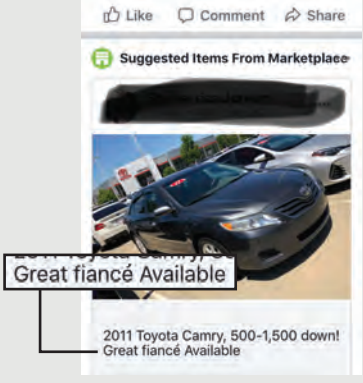
Looks like you'll have to wait until the construction is finished if you want to obey this road sign.
Submitted by Lance Lubach, via email

Bladder Relief, by Appointment Only

Spotted at a Department of Motor Vehicles, this sign suggests that long waiting times haven't gotten any better.
Submitted by Troy S., Yorba Linda, CA

Love at First Drive

But what if you're already married?
Submitted by Mitch Long, Conover, NC



Gas Pumping for Dummies

Perhaps someone tried to make a carnival game out of filling the tank?
Submitted by J. L. Mutolo, via email

SHARE

Be on the lookout for goofs and glitches like these. Share them with us—by email at SellingIt@cro.consumer.org or by mail to Selling It, Consumer Reports, 101 Truman Ave., Yonkers, NY 10703—and we might publish yours. Please include key information, such as the publication's name and date.

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CANADA

Canadian information in 4-page insert

Canada Extra

Autos **32a**

Recalls **32b**

How to Use the Canada Extra Section

EVERY MONTH, Canada Extra provides Canadian pricing and availability information about products tested for that issue. The ratings in this section are based on this month's reports, but they narrow your choices to the products that are sold in Canada.

You can use this section in either of two ways: Start with the main report, read about the products that interest you, and turn to this section to find whether they're sold–and for what price–in Canada. Or start here, find products sold in Canada whose price and overall score appear promising, and read more about them in the main report and full ratings chart; page numbers appear with each Canadian report. (For some products, the Canadian model designation differs slightly from the one used in the U.S.)

In most cases, the prices we list here are the approximate retail in Canadian dollars; manufacturers' list prices are indicated by an asterisk (*). The symbols shown at right identify CR Best Buys or recommended products in the U.S. ratings. "NA" in a chart means that information wasn't available from the manufacturer. We include, in the Contact Info list, the manufacturer's web address in Canada so that you can go online to get information on a model you can't find in the stores. (Many products that aren't available in Canadian stores can be bought online.)

We appreciate your support, but we don't take it for granted. Please write to **CanadaExtra@cu.consumer.org** and tell us what you think. We can't reply to every email or implement every suggestion, but with your help we'll try to keep growing to serve your needs.

CR Best Buy
Recommended models that offer the best combination of performance and price.

Recommended
Models that perform well and stand out for reasons we note.

Autos

All of the tested vehicles are available in Canada. **Report and ratings, pages 59-61**

		Acceleration (sec.)				Fuel Economy (liters per 100 km)		
Make & Model	**Price Range**	**0-50 km/h**	**0-100 km/h**	**80-100 km/h**	**500 Meters**	**City Driving**	**Highway Driving**	**Overall**
LUXURY COMPACT CAR								
Genesis G70	**$42,000–$57,500**	3.4	8.2	2.2	18.4	15.3	7.3	10.3
COMPACT SUV								
Hyundai Tucson	**$25,599–$37,999**	3.6	10.2	3.2	19.9	16.1	7.4	10.7
LUXURY MIDSIZED SUV								
BMW X5	**$71,500–$86,000**	2.5	6.3	2.0	16.6	15.8	7.2	10.4
FULL-SIZED PICKUP TRUCK								
Chevrolet Silverado 1500	**$35,000–$66,100**	2.6	7.2	2.1	17.5	20.8	10.0	14.0

GENESIS G70
PRICE AS TESTED
$43,115 (U.S.)

70 OVERALL SCORE

HYUNDAI TUCSON
PRICE AS TESTED
$28,530 (U.S.)

64 OVERALL SCORE

BMW X5
PRICE AS TESTED
$68,730 (U.S.)

88 OVERALL SCORE

CHEVROLET SILVERADO 1500
PRICE AS TESTED
$50,225 (U.S.)

59 OVERALL SCORE

RECALLS

2010-2014
MERCEDES-BENZ MODELS

On certain vehicles, long-term exposure to high absolute humidity and temperature, combined with high temperature cycling, could eventually degrade the propellant contained in the passenger frontal airbag. If the airbag deploys, fragments could be propelled toward vehicle occupants, and the airbag assembly could be damaged.
Affected: 13,166 Sprinter 2500 and Sprinter 3500 vehicles.
What to do: Dealers will replace the passenger frontal airbag module. Note: Canadian climate results in the propellant degrading slowly. The recall is being conducted as a precaution to address future risk and is expected to replace airbag inflators before their function would be affected.

2010-2016
MERCEDES-BENZ MODELS

On certain vehicles originally sold or currently registered in areas of heavy road salt usage during winter months (Quebec, New Brunswick, Nova Scotia, Prince Edward Island, and Newfoundland & Labrador), the bolts that attach the electric power steering assist motor to the steering gear housing may corrode and break, causing a loss of power steering assist.
Affected: 21,500 C-Class, CLS-Class, E-Class, GLC-Class, GLE-Class, ML-Class, and S-Class vehicles.
What to do: Dealers will replace the mounting bolts and apply a corrosion protection coating to the gear housing and bolts. If the bolts cannot be removed, a replacement steering gear will be installed.

2013-2017
BMW MODELS

On certain vehicles, the cooler for the exhaust gas recirculation (EGR) module may develop an internal leak, and coolant could mix with diesel engine soot/sediment. In rare circumstances, this condition could result in smoldering particles and increase the risk of a fire.
Affected: 10,368 2013-2016 5 Series, 2013-2017 3 Series, 2014-2017 X5, 2015 7 Series, 2015-2016 1 Series, and 2015-2017 X3 vehicles.
What to do: Dealers will inspect the EGR cooler and, if necessary, replace it. If it is determined that the EGR cooler has leaked internally, the intake manifold will also be replaced. The EGR pipe connecting the cooler to the manifold will be cleaned.
Note: An operator may be alerted to this condition by one or more of the following symptoms: a warning symbol in the instrument cluster displaying a loss of engine coolant, a reduction in engine power, an unpleasant odor (exhaust gas), an unusual noise from the engine compartment, and/or smoke from the engine compartment.

2016-2017
MERCEDES-BENZ METRIS

On certain vehicles, fuel may weep or leak from one of the lower connecting points of the fuel hose. If this occurs, a fuel odor may be detected inside the vehicle, and there is a risk of fire.
Affected: 2,259 vehicles.
What to do: Dealers will replace the hose and clamp at the lower connecting point of the transition hose, between the underbody fuel line and the Schrader valve, and replace the hose at the upper connection of the fuel line to the fuel pump.

2016-2018
CHEVROLET AND GMC MODELS

On certain vehicles equipped with a single manual rear climate control module (CCM), the CCM could overheat when the temperature is set to maximum heat or the knob is set to maximum floor vent, creating the risk of fire.
Affected: 1,077 Chevrolet Express and GMC Savana vehicles.
What to do: Dealers will remove the insulation from the CCM terminal connectors.

2017-2018
CHRYSLER PACIFICA

On certain plug-in hybrid electric vehicles (PHEV), the engine may experience a mis-synchronization during auto start, which could cause overheating of the catalytic converter. This could potentially lead to a vehicle fire and/or a loss of motive power.

Affected: 1,086 vehicles.
What to do: Dealers will update the power control module (PCM) software to detect and correct the engine mis-synchronization, and will inspect the catalytic converter and replace it, if necessary.

2017-2018
HONDA CIVIC

On certain vehicles, the owner's manual may not have been provided or an incorrect manual was provided. This would result in an owner not having written information required by the Canadian Motor Vehicle Safety Regulations. If important safety information is not available to the owner, such as information regarding child restraint anchorage use, there could be an increased risk of injury in a crash.
Affected: 1,210 vehicles.
What to do: Honda will mail the correct owner's manual to all affected owners.

2017-2018
KIA NIRO

On certain vehicles, the main relay contacts in the power relay assembly located underneath the rear seat may have an inadequate connection that could generate heat, increasing the risk of fire.
Affected: 1,039 vehicles.
What to do: Dealers will inspect the power relay assembly for signs of thermal damage. If no thermal damage is found, the main relay will be replaced. If signs of thermal damage exist, the power relay assembly will be replaced.
Note: This problem may cause the illumination of the HEV warning light while driving and/or an inability to start the vehicle.

2017-2019
VOLVO MODELS

On certain vehicles, the telematics and driver support systems may not function as designed due to a software error, meaning in the event of a crash, the emergency assist system would not alert Volvo and provide the GPS coordinates of the vehicle.
Affected: 1,461 2017-2019 S90, V90, V90CC, and XC90; 2018-2019 XC40 and XC60; and 2019 V60 and V60CC vehicles.
What to do: Dealers will update vehicle software.

2018
FORD AND LINCOLN MODELS

On certain vehicles, the seat track for the second-row center seat may be missing one or both reinforcement brackets. In the event of a crash, an occupant in that seat may not be properly restrained, which could increase the risk of injury.
Affected: 1,900 Ford Expedition and Lincoln Navigator vehicles.
What to do: Dealers will inspect the second-row center seat to determine whether both reinforcement brackets are installed. If one or both brackets are missing, dealers will replace the center seat frame assembly. Note: In the interim, owners are advised to adjust the second-row center seat to its full rearward position until the recall inspection or repairs are completed.

2018 HONDA ODYSSEY

On certain vehicles, the rear latch assemblies on the power sliding doors may stick and cause a door not to close fully. In certain circumstances, the door may open unexpectedly while the vehicle is in motion.
Affected: 11,252 vehicles.
What to do: Dealers will replace the rear latch assemblies on both sliding doors. In the interim, until vehicles can be completely repaired, dealers will disable the power opening and closing functions to prevent a door from opening unexpectedly.

2018 JEEP WRANGLER

Certain vehicles may have been built with an improperly welded front track bar bracket that could allow the bracket to separate from the frame, reducing steering response.
Affected: 1,415 vehicles.
What to do: Dealers will inspect and repair the front track bar bracket welds as necessary.
Note: Prior to complete separation of the bracket from the frame, a driver may notice a front-end noise, an off-center steering wheel position, a "Service Electronic Stability Control" message, and/or an illuminated electronic stability control light in the instrument cluster.

RECALLS *Continued*

2018
KIA STINGER

On certain vehicles, the front wiring harness could come in contact with a sharp metal opening on the left inner fender and become damaged, potentially causing an electrical short circuit and a fire.
Affected: 1,426 vehicles.
What to do: Dealers will inspect the front wiring harness for damage. If no damage is found, the dealer will install a plug/cover on the opening on the left inner fender. If damage is found, the front wiring harness will be replaced and a plug/cover will be installed to cover the opening on the left inner fender.

2018
SUBARU MODELS

On certain vehicles, the low-fuel warning light may not turn on at the correct time to warn of a low fuel level, and the display may also indicate a remaining distance-to-empty when the fuel tank is empty. If the driver continues to operate the vehicle based on the range indicator, the vehicle may run out of fuel.
Affected: 14,160 Legacy and Outback vehicles.
What to do: Dealers will reprogram the combination meter (gauge cluster) software.
Note: Until the recall repair is completed, drivers should be sure to refill the fuel tank before the fuel level is close to empty.

2018
VOLKSWAGEN GOLF R

On certain vehicles, an under-hood fuel connector may not have been securely attached to the fuel supply line and could result in a fuel leak into the engine compartment. A fuel leak, in the presence of an ignition source, could create the risk of a fire, causing injury and/or damage to property.
Affected: 1,436 vehicles.
What to do: Dealers will inspect the fuel line connection and ensure it is securely attached.

2018-2019
ACURA AND HONDA MODELS

Certain vehicles may fail to conform to Canada Motor Vehicle Safety Standard (CMVSS) 135 - Light Vehicle Brake Systems. A problem with the rear brake system may cause gas bubbles to form in the brake fluid, causing a soft brake pedal feel and a reduction in brake performance.
Affected: 7,440 2018 Honda HR-V and 2018-2019 Acura MDX and Honda Odyssey vehicles.
What to do: Dealers will bleed the rear brakes.

2018-2019
TOYOTA MODELS

Certain vehicles may not comply with the requirements of Canada Motor Vehicle Safety Standard (CMVSS) 208 - Occupant Protection in Frontal Impacts and CMVSS 214 - Side Impact Protection. The airbag (SRS) control unit may incorrectly detect a fault in one or more of the front or side airbag impact sensors during vehicle startup, which may result in the airbags not deploying as designed. Upon detection of a fault in the airbag system, multiple warning lights would activate, a warning buzzer would sound, and a warning message would appear on the instrument panel display.
Affected: 15,774 2018-2019 Sequoia and Tundra, and 2019 Avalon vehicles.
What to do: Dealers will update the airbag control unit software. Note: This recall supersedes recall 2018-100. Vehicles repaired as part of the previous recall will require re-inspection and repair.

2018-2019
VOLKSWAGEN MODELS

Due to incorrect programming, certain vehicles may fail to provide an audible warning when a driver opens his door after turning off the ignition and the key is left in the ignition switch. This could increase the risk of vehicle theft.
Affected: 15,853 2018-2019 Atlas and Tiguan, and 2019 Jetta vehicles.
What to do: Dealers will reprogram the instrument cluster.

2019
JEEP CHEROKEE

On certain vehicles equipped with a 2.4 L engine, a problem with the transmission controller programming may cause the engine to stall while driving.
Affected: 2,293 vehicles.
What to do: Dealers will update the transmission controller with a new calibration.